



## Correspondence (Inbound) - Hardcopy

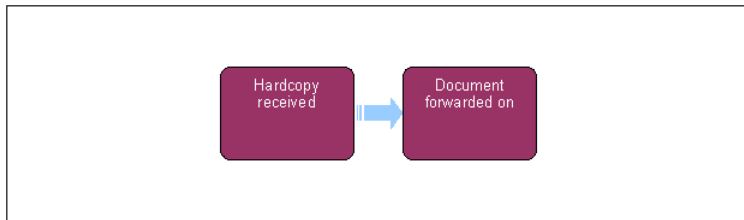
Inbound written contact is received, logged and scanned by our third party scanning provider. These documents are sent to the child maintenance group (CMG) in the form of a scanned image, which is then linked to a client. For more information refer to [Correspondence \(Inbound\) – Scanning](#) and [Correspondence \(Inbound\) – Exceptions](#).

Physical correspondence can also be received by CMG where the scanning provider sends a hardcopy of a document to us, or occasionally where a client sends a letter directly to us.

This procedure explains what happens when a hardcopy document is received by the unassociated mail handling team and then sent on to an appropriate caseworker if possible, or sent on to the secure store when an appropriate caseworker can't be located.



The unassociated mail handling team are also known as the 2012 scheme unassociated mail handling team.



### Hardcopy received

1. Child maintenance group (CMG) may receive a hardcopy document for any of the following reasons:
  - We have requested the original document from our scanning provider
  - A document has been incorrectly received by caseworkers within the 1993/2003 scheme for a case located in the 2012 scheme
  - The scanning provider has sent the document to us without it being requested
  - A client or organisation has sent a letter directly to us rather than a Post Office (PO) box held by the scanning provider



For more information on the first two situations refer to [Correspondence \(Inbound\) – Receive Original](#) and [Correspondence – Transfer Between Schemes](#).

### Unassociated mail handling team action

2. If the document received contains any valuables then it must be logged. For more information refer to [Correspondence \(Inbound\) – Exceptions](#).



For a definitive list of items classed as valuables please refer to the following intranet link: [Valuables](#)

### Document forwarded on

3. Identify who the intended recipient of the hardcopy is. If you can locate the caseworker, forward the document on via the internal mail system.
4. Where you can't identify the specific caseworker, attempt to forward the hardcopy on to the owning team or team leader. If this isn't possible, send the document to the segment manager.
5. If all attempts to find the relevant caseworker or team to handle the documents have failed, the item will be placed into the secure store and reviewed on a regular basis. For more information refer to [Correspondence \(Inbound\) – Exceptions](#).

### Caseworker action

6. Determine whether the document needs to be scanned locally and returned to the scanning provider. For more information refer to [Scanning – Local](#).

[Correspondence \(Inbound\)](#)

[Correspondence \(Inbound\) – Exceptions](#)

[Correspondence \(Inbound\) – Receive Originals](#)

[Correspondence \(Inbound\) – Scanning](#)

Correspondence (Inbound) - Summary

Correspondence - Transfer Between Schemes

Scanning - Local