



Correspondence (Inbound) - Receive Originals

This procedure guides you through the steps to take when you receive an original document that has previously been requested. For more information refer to [Correspondence \(Inbound\) - Request Originals/Rescan](#).

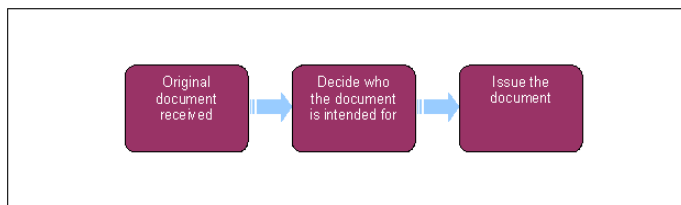
This action will be completed by the requesting caseworker and the CMG Service Management team.

The procedure takes you through the action to follow when the document is received and how to return the document for secure storage. It details how to record the movement of the document throughout the Child Maintenance Group (CMG), providing a log for audit purposes of the documents receipt, forwarding and subsequent return to the third party scanning provider



This is an exceptions process and will mainly be used to receive original documents for enforcement, appeals and court action.

For more information refer to Policy, Law and Decision Making Guidance 



When a request for a paper document is made by a caseworker they will forward a request form to IT service management by email.

For more information refer to [Correspondence \(Inbound\) - Request Originals/Rescan](#).

Upon receipt they will forward this request to the third party scanning provider via email who will locate the required document and forward it to the original requesting caseworker for action.

Original document received

1. When the response is received, check if it was handled within the agreed timescales.



Agreed time for a request for an original document is five working days. Timescales need to be agreed as a validation step. This must be completed before the request can be closed and will act as audit trail for all requests.

- Not within agreed time



When the response has not been received within the agreed timescales, look into why this has happened; contact IT service management to discuss the matter. This can be done either by a phone call or by an e-mail request quoting the unique document reference number; this is located within the **Activity** tab, within the **Correspondence** tab on 2012 system. Once complete, go to **step 4**.

- Within agreed time

When the response has been received within the agreed timescales, validate the response by emailing IT service management, quoting the unique document reference number, advising the item has been received and was received within agreed timescales.


2. You now need to determine the use of the document, if it is to be sent to the client or holds information you require. If the document is

- to be sent to a client or third party, go to **step 3**
- required for information only, go to **step 7**




Issue document to client/third party

3. Where the document is to be issued to the client, forward the document to them, following standard Child Maintenance Group (CMG) practices for contacting clients by post. For more information refer to [Letters \(Outbound\) - Send To Client](#).

Inform scanning provider that item returned to client

4. Raise an incident to inform the third party scanning provider that the item has been returned to the client. When raising the incident, quote the Correspondence ID number and ask CMG Service Management to liaise with the third party scanning provider to have the document location amended.
5. Set a reminder for seven days from the date the incident was raised to check that the location of the document has been updated. For more information refer to [2012 System Overview](#).
6.  After the seven days has elapsed, check 2012 system to confirm that the item location has changed (held within the **Correspondence** tab), if not, raise an incident, quoting the Correspondence ID number. CMG Service Management will look into the matter further, taking appropriate action to ensure the system is updated with the correct location.

Document not for client issue

7. If the document received does not need to be issued to the client or a third party, gather the information required from the document.
8.  Once you have obtained all information you require from the document, forward the document via courier to **Mitcheldean Xerox**, the third party scanning provider, who will place the document back into their storage for the remainder of the storage period and update the location on their system. This information will transfer to 2012 system via the interface and can be viewed within the **Correspondence** tab, showing the paper document **Status** as **Storage**.
9. Set a reminder for seven days from the date the document was sent to the third party scanning provider to check that the location of the document has been updated.
10.   After the seven days has elapsed, check 2012 system to confirm that the item location has changed (information is held within the **Correspondence** tab), if not, raise an incident and CMG Service Management will contact the third party scanning provider who will look into the matter further, taking appropriate action to locate the document and ensure the system is updated with the location. Ensure you include the Correspondence ID number when raising the incident.
11. Once the document is securely stored and the location successfully updated the process will be complete.

[2012 System Overview](#)

[Correspondence \(Inbound\) - Request Originals/Rescan](#)

[Letter \(Outbound\) - Send To Client](#)

[Why must caseworkers check why the documents have not been received ?](#)

The process has been designed this way and have stated that timescales will be confirmed upon receipt of documents to ensure that the request has been actioned within the agreed timescale and will act as an audit trail for requests.