



Correspondence (Inbound) - Request Originals/Rescan

The procedure describes the actions you need to take when:

- A document needs to be rescanned
- An original document is required from storage
- A document needs to be moved from short term to long term storage

This action can be taken by any caseworker or manager.


When a caseworker/manager needs to complete any of the actions listed above, they will:

- Complete a request form
- Gain authorisation from their team leader
- Submit the form to information technology (IT) service management
- IT Service Management will log the request and forward it to the third party scanning provider to complete the action

Rescanning may be needed as a result of a scanning error or due to business needs, for example you may require the document to be rescanned and split into multiple documents. In some scenarios you may ask to see the original document. This will be possible at any time prior to the document destruction. In most cases this will be six weeks from receiving the document, however, court and legal documents will be held for the life time of the case until a request is made to destroy the document. This will usually be the life of the case plus seven years.

A caseworker may identify that an original document needs to be moved from short term to long term storage. This may be required for enforcement purposes.

Any original documents received from clients for evidentiary purposes eg passports or birth certificates will be scanned and returned to the client so they will not be available to rescan or see the original. If an image has been marked as poor quality it is unlikely that the third party scanning provider will rescan the document. This is because it is the original document itself which is of poor quality and a rescan will make no difference to its appearance on the system.

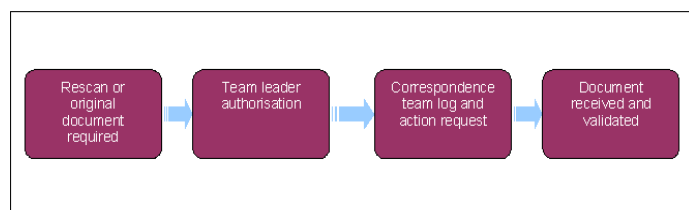
 If documents sent to us by the client are not considered to be cherished items (for example till receipts), they will not be returned to the client by our post handler. Where the client requests the return of such items, retrieve the documents from store and return to the client.

 Requesting original documents is an exceptions process, this will mainly be used to receive physical documents for court related/enforcement purposes.

Any correspondence that arrives together, e.g. a letter and a payment breakdown will stay together and travel together as they will be scanned in to PDF images but held within one envelope, if you request a rescan or an original document and only require one item you will receive the whole envelope.

All screen shots are for illustrative purposes only.

For more information refer to the Law and Policy Handbook. 




 When speaking to clients always use the new terminology. For more information refer to **Terminology Changes**.

[Rescan of document required](#)


Rescan of document required

Caseworker / Manager action

 Documents which need to be rescanned must have a CSAU8 request form submitted.


1. Confirm that the physical document is available to be rescanned or forwarded by looking at the paper document status and storage location within the correspondence tab in the 2012 system located under **document information**. The unique document reference number will also be required, this can be found under **reference information**.

 If the paper document status is showing as **CMEC** or **CMED** then the document is already with the CMG or CMED. You will need to contact the Unassociated Mail Handling Team (UMHT) for the current location. They can be contacted via email on: 2012SCHEME.UNASSOCIATEDMAILHANDLINGTEAM@DWP.GSI.GOV.UK

 If a physical document is requested but no longer available, for example the location status indicates that it has been destroyed, you will not be able to request the document. You may be required to provide evidence of this deletion.

For more information refer to Request Inbound Correspondence Audit Information in related items.

2. Once you have confirmed that the document is still available, complete a **Post Opening Document Scanning Service (PODSS)** service request form CSAU8. The form is available on the intranet at [PODSS Service Request](#).
3. You may identify that a rescan is required because:
 - The documents have been scanned separately but need to held within the same activity.
 - The documents are required for more than just this case for example, Courts may send documents relating to many cases within one envelope
 - The correspondence is in the right place, but requires rescanning and reattaching to the case as it may have been folded or crumpled during the scanning process
4. Open the CSAU8 form. Within **Section 1 - User's Details** input your **Staff Number**, this will automatically populate the remaining fields within **Section 1 - User's Details**. Within **Section 2 - Detail**, the **Contractor Unique Reference** (beginning ENV...) and the **Batch Number** fields must be completed to allow the letter to be identified and retrieved. The information can be obtained from the **Letter Activity** screen.

 When filling in section 2, ensure your instructions to the third party scanning provider are specific. For example, the documents may need to be split across different cases, so ensure you make this as clear as possible on the form.

5. Submit via email for team leader (TL) approval at section 3.
6. Once this action has been taken, record all actions taken in the **Notes** field.


Authorisation

Team leader action

7. On receipt of the request form, perform a location status check as detailed in **step 2**. If you approve the request following this check, complete the TL section of the request form and forward it to IT service management via email to IT.SERVICEDESK@DWP.GSI.GOV.UK. Advise the caseworker via email that their request has been forwarded to IT service management. If you reject this request, return the form to the requesting caseworker via email advising why their request has been rejected.

Caseworker action

- Request rejected - when rejected it will not be possible to fulfil your request, this will end the process

 Rejection may be received if the team leader identifies that the physical copy is no longer available as it has been destroyed or is of poor quality and it would not be possible to rescan the physical document.

- Request approved - when the request has been approved, you will receive email confirmation from your team leader that they have forwarded your request to IT service management. Set a reminder in your calendar for seven days to await receipt.

Log request

IT service management

8. On receipt of the request IT service management log the request and forward via email to the third party scanning provider's inbox to request the action be taken.

Request actioned



Third party scanning provider

9. On receipt of this request the third party scanning provider will determine if the request can be fulfilled
10. They will advise if the request can be fulfilled and take the following action depending upon the request:
 - Fulfilled - when the request requirement can be fulfilled they will email IT service management to advise after they have performed the required action.
 - Unable to fulfil - In some cases the request may not be able to be fulfilled. In this scenario the scanning provider will issue an explanation via email advising why this action cannot be taken.

In the event of a problem IT service management will contact your TL. Once seven days have passed if you have had no contact, advise your team leader who will contact IT service management to investigate.

Document received and validated

Caseworker action



11. For rescan, all documents will be received as a new PDF image within the 2012 system. For more information refer to **Correspondence (Inbound) – Receive Originals** in related items.
12. On receipt of either document you will need to confirm that it is of the expected standard and meets the needs detailed in the request, confirming that the request has been handled within the correct timescales.
 -  The agreed time for a request for a rescan is 48 hours.
13. Once you have viewed the rescanned document, confirm it was to the standard you were expecting.
 -  A rescan may not have been as expected, for example if the original was of poor quality, it may not have been possible to gain a better copy and you will be advised at this point.
14. Contact IT service management by email to inform them if the document received was within agreed timescales and whether the rescan was as expected, quoting the unique document reference number.

Not as expected - advise the document was not as expected. Depending on the reason given, further action may be required and you can arrange this with them.
15. No scanned documents will be removed from the 2012 system. When you receive a rescan of a document that replaces the original you should detach the original activity from the case. **Steps 17 - 27** of **Correspondence - Inbound** instruct you how to do this. In addition to carrying out these steps you will need to contact the Unassociated Mail Handling Team (UMHT) via email, quoting the Unique Reference ID, to instruct them not to reattach the mail to a case. Their email address is 2012SCHEME.UNASSOCIATEDMAILHANDLINGTEAM@DWP.GSI.GOV.UK

Request original document from storage

Request original document from storage

Caseworker / Manager action

1. When an original document is needed from storage, request form CSAU8 must be submitted.
2. Confirm that the physical document is available to be forwarded by looking at the paper document status and storage location within the correspondence tab in the 2012 system located under document information. The unique document reference number will also be required, this can be found under reference information.
 -  If a physical document is requested but no longer available, for example the location status indicates that it has been destroyed, you will not be able to request the document. You may be required to provide evidence of this deletion. For more information refer to **Request Inbound Correspondence Audit Information** in related items.
 -  If the paper document status is showing as CMEC or CMED then the document is already with the CMG or CMED. You will need to contact the Unassociated Mail Handling Team (UMHT) for the current location. They can be contacted via email on: 2012SCHEME.UNASSOCIATEDMAILHANDLINGTEAM@DWP.GSI.GOV.UK
3. Once you have confirmed that the document is still available, complete a Post Opening Document Scanning Service (PODSS) service request form CSAU8.
4. The form is available on the intranet at [PODSS Service Request](#). Complete the form with your staff number and part 1 will self populate with your details. Complete section 2 - detail, information such as Unique Reference Number (URN) can be obtained from detail recorded on the system about the item of post.
5. Submit via email for team leader (TL) approval at section 3 then forward by mail to IT.SERVICEDESK@DWP.GSI.GOV.UK
6. Once this action has been taken, record all actions taken in the **Notes** field.

Authorisation

Team leader action

- On receipt of the request form, perform a location status check as detailed in step 2. If you approve the request following this check, complete the TL section of the request form and forward it to IT service management via email. Advise the caseworker that their request has been forwarded to IT service management. If you reject this request, return the form to the requesting caseworker advising why their request has been rejected.

Caseworker action

- Request rejected - when rejected it will not be possible to fulfil your request, this will end the process



Rejection may be received if the team leader identifies that the physical copy is no longer available as it has been destroyed or is of poor quality and it would not be possible to rescan or to send the physical document.

- Request approved - when the request has been approved, you will receive email confirmation from your team leader that they have forwarded your request to IT service management. Set a reminder in your calendar for seven days to await receipt

Log request

IT service management

- On receipt of the request IT service management log the request and forward via email to the third party scanning provider's inbox to request the action be taken.

Request actioned

Third party scanning provider

- On receipt of this request the third party scanning provider will determine if the request can be fulfilled.

They will advise if the request can be fulfilled and take the following action depending upon the request:

- Fulfilled - when the request requirement can be fulfilled they will email IT service management to advise after they have performed the required action.
- Unable to fulfil - In some cases the request may not be able to be fulfilled. In this scenario the scanning provider will issue an explanation via email advising why this action cannot be taken.

In the event of a problem IT service management will contact your TL. Once seven days have passed if you have had no contact, advise your team leader who will contact IT service management to investigate.

Document received and validated

Caseworker action

- For a physical document the case worker will receive this via the Unassociated Mail Handling Team (UMHT). For more information refer to **Correspondence (Inbound) – Receive Originals** in related items.



The paper document status will be updated to show the current location of the physical document.

- On receipt of the document you will need to confirm with IT Service Management that it is of the expected standard and meets the needs detailed in the request, confirming that the request has been handled within the correct timescales.



The agreed time for an original document is five working days.

- Action to take on receipt of original documents is detailed within the procedure **Correspondence (Inbound) – Receive Originals**. Once this action is complete go to step 13 of that procedure to validate and close the request. No scanned documents will be removed from the 2012 system. When you receive a rescan of a document that replaces the original you should detach the original activity from the case. **Steps 17 - 27** of **Correspondence - Inbound** instruct you how to do this. In addition to carrying out these steps you will need to contact the Unassociated Mail Handling Team (UMHT) via email, quoting the Unique Reference ID, to instruct them not to reattach the mail to a case. Their email address is 2012SCHEME.UNASSOCIATEDMAILHANDLINGTEAM@DWP.GSI.GOV.UK

[Request to move document from short term to long term storage](#)

Request to move document from short term to long term storage

Caseworker / Manager action

- When it is identified that a document needs to be moved from short term to long term storage, a request form must be submitted.

2. Confirm that the physical document is available to be moved by looking at the paper document status and storage location within the correspondence tab in the 2012 system located under document information. The unique document reference number will also be required, this can be found under reference information.



If a physical document is requested but no longer available, for example the location status indicates that it has been destroyed, you will not be able to request the document. You may be required to provide evidence of this deletion.

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3. Once you have confirmed that the document is still available, complete a Post Opening Document Scanning Service (PODSS) service request form CSAU8
4. The form is available on the intranet at [PODSS Service Request](#). Complete the form with your staff number and part 1 will self populate with your details. Complete section 2 - detail, information such as Unique Reference Number (URN) can be obtained from detail recorded on the system about the item of post.
5. Submit via email for team leader (TL) approval at section 3 then forward by mail to IT.SERVICEDESK@DWP.GSI.GOV.UK
6. Once this action has been taken, record all actions taken in the **Notes** field.

Authorisation

Team leader action

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Caseworker action

- Request rejected - when rejected it will not be possible to fulfil your request, this will end the process



Rejection may be received if the team leader identifies that the physical copy is no longer available as it has been destroyed or is of poor quality and it would not be possible to send the physical document.

- Request approved - when the request has been approved, you will receive email confirmation from your team leader that they have forwarded your request to IT service management. Set a reminder in your calendar for seven days to await receipt.

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 - Fulfilled - when the request requirement can be fulfilled they will email IT service management to advise after they have performed the required action.
 - Unable to fulfil - In some cases the request may not be able to be fulfilled. In this scenario the scanning provider will issue an explanation via email advising why this action cannot be taken.

In the event of a problem IT service management will contact your TL. Once seven days have passed if you have had no contact, advise your team leader who will contact IT service management to investigate.

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

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

[Correspondence \(Inbound\) - Summary](#)