



Correspondence (Inbound) - Scanning

Inbound correspondence is communication/information received from a client, third party, other party or employer in the form of written, documentation or electrical correspondence (i.e. fax, email or self service).


The Child Maintenance Group (CMG) will receive, manage and store all case related documents electronically rather than in a paper based format. This procedure will advise you of the actions that are taken by the third party scanning provider when they receive physical correspondence and details how they scan this, create a PDF image on the system and make it available for viewing by the caseworker.

You may on occasions also receive physical items, these will be treated as postal exceptions and may consist of the following items:

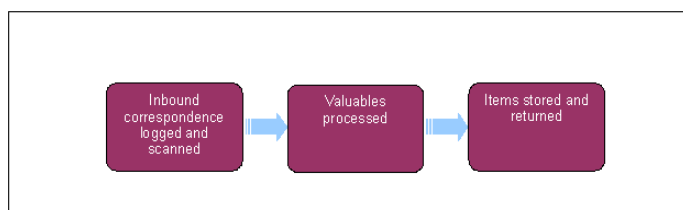
- Payments which cannot be banked, ie cheques post dated, later than the current date or older than six months
- Cheques or postal order which fail authentication
- Foreign currency
- Items which cannot be scanned (e.g. car keys)
- Items received incomplete (ie where the envelope is open upon receipt and therefore it is unclear if something is missing from it)
- Invalid original item – where an item is received and the postal opening and scanning contractor believe it is an original but it is not listed on the agreed "Original Items List"
- Original item received where the sender can not be identified and therefore the postal opening and scanning contractor can not return to the sender
- For emails where the attachment is removed because it is not in a recognised format.
- Original items received damaged on receipt
- Original items damaged during contractor processing or an item damaged which could not be processed as normal

For more information refer to [Correspondence \(Inbound\) - Exceptions](#).

This process is intended to show caseworkers the process that the third party contractor conducts in order to process the information onto the system and how the correspondence is handled.

 If caseworkers have any issues with the Xerox process they will need to raise an incident. For more information refer to [Incident Management - Manage Incident Locally](#).

For further information please refer to Law and Policy Handbook 



This procedure is mainly for information only as most of the process is dealt with by the third party external contractor. If caseworkers have any issues with the Xerox process they need to e-mail DWP Chaps Children live service support.

Inbound Correspondence Logged and Scanned

Correspondence received


1. Mail received is x-rayed and then opened.
2. Mail is scanned to create a PDF image to be uploaded onto the system. The barcode on returned correspondence is scanned to extract the unique reference number (URN) to aid in assigning the correspondence to the person/case.
3. Where the third party contractor can not identify a URN the image will be routed to the unassociated mail handling team to investigate, or third party team if identified that the correspondence is from a third party (who will provide a similar service as the unassociated mail handling team for third party contact). For more information refer to [Correspondence \(Inbound\) - Unlinked](#).

4. Images of poor quality will be marked on the scanned image to specify this. For more information refer to [Correspondence \(Inbound\) - Request Original/Rescan](#).



The third party scanning provider will categorise the correspondence for easy identification, labelling the type of document that has been received. For example if a passport has been received they will be able to record this on the system as type: Original Document – Passport. Labelling will only cover original items, all other correspondence will be typed by caseworkers when they receive the PDF. For more information refer to [Correspondence \(Inbound\)](#).

Electronic Correspondence received

5. Electronic mail will consist of emails, facsimile (fax), web messages from the self service portal and all electronic inbound correspondence that is received from a client, third parties, other party or employer via the self service portal or DirectGov and NI homepages.
 6. Electronic mail will be automatically converted by the third party scanning provider to confirm that it any document is virus free.
 7. If the email is encrypted it will automatically be decrypted, an image created and indexed. For more information refer to [Pretty Good Privacy \(PGP\)](#).
-  Contact reason for electronic mails (emails) sent via the DirectGov or NI Direct homepages will be provided as an aid to dealing with the query appropriately.
8. Emails generated from the Self Service portal will have a reference number as a pre-populated field. Email attachments will follow the email to which they are attached so they can be forwarded to the appropriate caseworker.
 9. If there is a case associated with the email a contact log is automatically created on the system, a System Activity – General Enquiry – is created and the appropriate team alerted.

Valuables Processed

10. The third party scanning provider will bank payments on the Child Maintenance Group (CMG) behalf and send a payment schedule electronically to BaNCS to reconcile these amounts. For more information refer to [BaNCS](#).
11. Non-bankable payments will be forwarded to the business for manual handling. For example: Post dated cheques will be scanned but the physical cheque will be forwarded the unassociated mail handling team. For more information refer to [Correspondence \(Inbound\) – Exceptions](#).

Valuables will consist of:

- Adoption papers
- Bank statement
- Birth certificate
- Bond certificate
- Dividend statement
- Court writ/legal case document/court order
- Divorce certificate
- Driver's licence
- Earnings/Payslip
- Gender Recognition/Reassignment statutory declaration
- Marriage certificate
- P45
- P60
- Parentage declaration
- Parentage proof
- Passport
- Photograph
- Share certificate

- Tax code notice

Items stored or returned

12. Any original documents are photocopied, scanned and returned to sender within 48 hours.



If the sender cannot be identified the original will be sent to the unassociated mail handling team for further investigation. For more information refer to [Correspondence \(Inbound\) – Exceptions](#).

13. Copies of official court/maintenance orders will be forwarded to the business.

14. The third party external contractor will make the decision on which copied post would need to be held in long or short term storage. Short term will be destroyed after six weeks and a record of the destruction will be updated on the system.



Long term storage will be any court forms received with all other correspondence treated as short term where it would either be destroyed or returned. Although short term storage will be destroyed there will be a scanned image on the system to view. Requests can be made to transfer correspondence from short to long term storage with a valid reason. For more information refer to [Correspondence \(Inbound\) - Request Originals/Rescan](#).

[BaNCS](#)

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

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

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

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

[Incident Management - Manage Incident Locally](#)

[Letters \(Outbound\) - Sent To Client](#)

[Pretty Good Privacy \(PGP\)](#)