| | | |
|---|---|---|
| **Department for Work & Pensions** Procedures ▸ Correspondence (Inbound) - Unlinked | I Like It | Tags & Notes |

Procedures > Pages > Client-Contact > correspondence-inbound-unlinked

## Correspondence (Inbound) - Unlinked

This procedure covers the action required when inbound correspondence is received but the sender cannot be identified by the automated inbound process or manually, by the unassociated mail handling team and therefore cannot be progressed and for any items that require off system action. For more information refer to Correspondence (Inbound) - Exceptions. In this scenario the Unassociated Manual Handling Team will move the activity to the **Unassociated Items** view.

The Unassociated Items view can be accessed by all caseworkers to identify missing post and, where found can associate the activity to the correct contact/case/account.
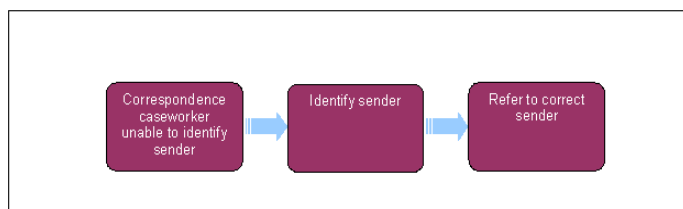


### Unable to identify sender

1. Open the inbound attachments by navigating to the **Inbound Activity Detail** view. If you cannot find any system record to link the documents to select the Activity Outcome **Unassociated**, and then select **Move to Unassociate**.

   ℹ This will only be available if you have previously selected Unassociated in the activity outcome. It will electronically store written contact, PDF images, in a designated area for access by any caseworker.

2. If the correspondence contains a request for:

   - a new child maintenance application refer to **Unassociated Paper Application Request** within the **Procedural Exceptions** tab

   - assessment, (RFA) number or national insurance number (NINO) you will need to check if the correspondence was meant for a 1993/2003 scheme case. For more information refer to Correspondence – Transfer Between Schemes

### Missing correspondence query

3. On receipt of a query go to **Unassociated View** - all inbound activities for all unassociated cases will display. Search by:

   - Date and time received (from/to range, this cannot be greater than 31 days)

   - Document type

   - For payments only – using bank account number (relating only to cheque) and payment amount

   Based upon the search criteria possible matches will be displayed and you will need to individually view each activity and associated PDF image to identify the correct correspondence.

   ℹ The search parameters used should be as specific as possible to avoid returning a high number of matches being returned.

4. Where the correct correspondence is found you can assign the activity to yourself by using the **Assign to Me** Button – you will then be able to associate the activity to the correct case/organisation/account. for more information refer to **Correspondence (Inbound)** in related items.

5. If the correspondence does not include an original item the activity must be associated to the correct contact and case or account. Once the activity is correctly associated, raise the relevant service request (SR) against the activity or associate with an open SR and take the required action (eg change of circumstances) and the process ends.

6. If the correspondence includes an original item you need to carry out the following steps:

   - Update the activity **Notes** field with the scheme client identification number (SCIN), case number of the sender and any further information (eg name and address the item should be returned to)

   - Allocate the activity back to the unassociated mail handling team by changing the outcome to **Reassign to Manual Handling Team (MHT)** and then selecting the **Reassign to Correspondence Team** Button

   - When a payment is received by cheque and is not bankable, you must return this to the sender, asking them for another form of payment.

⚠ Do not return bank statements to the client that have been sent by a bank or where the sender is unknown, it is likely that they have been obtained for deduction order action. If unsure contact the Deduction Order Team for advice.

ⓘ The unassociated mail handling team will have the original item in secure storage and they will need to return this to the sender and update the activity on the system before associating the activity to the correct case, organisation or account.

7. The unassociated mail handling team caseworker will search for the contact to obtain the full name and address for the physical item to be returned to, take the physical item from storage, update the off-system Storage Inventory, and post to the correct name and address.

8. Unassociated mail handling team caseworker updates the activity on the system with the Name, Address, Postal Information and Date of Postage plus any relevant reference numbers, if applicable. If returning multiple items this information needs to be recorded against each item.

9. The unassociated mail handling team then associate the activity to the contact and case provided by the normal line of business caseworker. For more information refer to Correspondence (Inbound) - Linked.

ⓘ Once the activity has been associated to the contact or case, the Activity will appear in the Classify Inbound view of the case owning segment for the relevant SR to be raised, to take the required action. For more information refer to Correspondence (Inbound).

ⓘ In the event that the caseworker cannot find any trace on the system they will advise the client that the correspondence item was not received. If the client has sent the item by a tracked postal method and has proof of receipt, further investigation will be required.

| NICMS to replace CMG in NI |
| --- |

Unassociated Paper Application Request

### Unassociated mail handling team action

1. 🔵 If a number is available for the client, eg within the correspondence received, call the client to discuss the process of contacting Options before making an application for child maintenance. Explain that a CMS Reference ID is required from Options before a child maintenance application can continue. Lines to take have been developed to help with this conversation.

2. ✉ Send letter CMSL9907 providing details of the Options service, information on charging and include a copy of the letter received.

3. The team leader will then send the correspondence item to the unassigned mail queue.

Correspondence (Inbound)

Correspondence (Inbound) - Linking

Correspondence (Inbound) - Scanning

Correspondence - Transfer Between Schemes

Scanning - Local