| Department for Work & Pensions | Procedures ▸ Letters (Outbound) - Off System | I Like It | Tags & Notes |

Letters (Outbound) - Off System

The purpose of this procedure is to provide a high level overview of how to create, store and send letters which cannot be generated or are generated with incorrect data by the 2012 system. These letters will be highlighted in pink in the off system correspondence availability record (OSCAR).

OSCAR can be accessed from the 2012 scheme letters homepage by selecting the Letter Format Guidance link in the **Using The Correct Letter Format** red Information Box.

To complete these letters you will need to access the 2012 Scheme Letter Templates, which are available on the intranet.

Within the letters page, you will be able to search for specific letters or leaflets by using the **Search This Section** facility, and inputting the Letter/Leaflet Number in the Search Box. Letters will also be stored numerically and available by selecting one of the numerical categories on the letters homepage.

A column showing a list of the letter titles e.g. CMSL0072 and a column showing a brief description of each letter will be contained within each process. There will also be a third column indicating which enclosures will need to be included with each letter. Selecting the hyperlinked **Letter Number** will allow you to edit the letter template. Northern Ireland letters will be indicated by a (NI) symbol after the Letter Number. Any leaflets and fact sheets can also be accessed from the same menu on the left hand side of the Letters Homepage.

Letters of all types now also indicate whether they are in the **Call First** category. There is no requirement to issue a letter in this category where contact has been made by telephone to obtain or share the information.

For more information and letter specific guidance refer to the 2012 Scheme Letter Guidance fundamental.

ⓘ This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

Cancelling a system letter

ⓘ If a letter that you are issuing off system is also referenced in an activity plan you will need to cancel it to avoid a potentially inaccurate duplicate being issued by the 2012 system. System issued enforcement letters cannot be cancelled. Please refer to **step 5** for advice regarding enforcement letters.

1. Drill down on the activity in the activity plan that concerns the letter you wish to suppress.

2. Select **Create Correspondence** then select the **Show More** tab.

3. Select the appropriate cancellation reason in the **Cancellation** field using the drop down.

4. Select **Cancel** and navigate back to the SR to update the **Activity Description** with details of any further action taken, eg letter issued off system.

Cancelling an enforcement system letter

5. Once a letter within an enforcement activity plan on the 2012 system has been generated, it cannot be cancelled. If the letter is inaccurate, you will need to firstly select the blank letter template within the SR Outbound activity, and then:

   ▪ Generate the letter and complete it by using the text **Blank Letter Generated To Work Around Enforcement** validation

   ▪ Approve the letter and issue it on the 2012 system. This letter will be intercepted before it is sent out to the client

Generate letter template

6. Access the **contingency letters** homepage by selecting the 2012 Scheme **Letter Templates** link.

7. Within this letters page, you will be able to either search for the letter or leaflet you require by using the **Search This Section** facility, or alternatively, the letters are grouped numerically at the bottom of the page.

8. Selecting the hyperlinked letter number will generate the editable letter template.

Gathering information

9. Client and case information required to complete the letters can be accessed from the system as follows:

   ▪ By navigating to the **Contact Summary View** screen. This screen will provide you with basic client information e.g. the receiving parent's address, date of birth, national insurance number (NINO), scheme client identification number (SCIN).

For further information refer to Contact Summary in related items.

(i) Ensure that you have chosen the client's preferred address - you can do this by selecting the multi value group (MVG) button to the right of the **Address Line 1** tab and viewing the address types displayed i.e. a correspondence address.

■ By navigating to the **Liability Calculation** tab. From this tab you can gather calculation details e.g. the paying parent's liability, whether the paying parent is on benefits, whether any variation reductions are applicable. For further information refer to Letters (Outbound) - Financial Information.

Complete letter template

10. The letter templates will consist of drop down options list and free text fields for you to complete. Use the drop down to select your team name and contact details. In the **Date** field input the date the letter will be dispatched. Use the **Your Ref** field to enter the client's scheme client identification number (SCIN), and the **Our Ref** field to enter the activity number generated by the service request (SR). If there is no activity number, then you will need to use the SR number.

(i) For all third parties the Our Ref field must be populated with the SR number.

For further guidance on free text refer to the Language and style guide.

11. Use any applicable drop down fields to tailor your letter to suit the scenario - for example in CMSL4242 different explanation paragraphs will be generated depending on whether you select HMRC or Current or Employer. When completing complex letters, you will need to highlight the main body of the letter by selecting it, and then choose the paragraphs you require from the drop down list above the letter header. Check that you have selected the correct paragraph. If you need to make changes you will be able to delete the paragraphs you have selected by highlighting them and selecting Delete. You can then highlight the text area you have deleted and then select your alternative paragraph from the drop down.

12. When you have completed all fields in the letter template, save it to the shared drive applicable to your area of the business, for example the maintenance team shared drive. For more information on completing complex letters go to **step 14**. To issue an alternative format letter go to **step 18**, to issue a Welsh version go to **step 17**.

13. Update the **Description** field of the letter activity on the 2012 system, to advise that you have completed the letter and you are sending it to the Print and Post team for checking. Then go to:

- **step 18** for Clerical - Self Check (Green colour coded)

- **step 20** for Clerical - Team Leader (Yellow colour coded)

- **step 23** for Clerical - Local Print and Post (Pink colour coded)

Alternative format letters

14. Where a client has requested a letter in an alternative format you will need to email the letter to the local or central Print and Post team for assurance depending on the category of the letter (**step 13** refers), for information see Letters (Outbound) – Alternative Formats.

15. The Print and Post team will check the content and format of the letter and also check that the correct inserts/factsheets have been included. They will then discuss any discrepancies with you. This will either result in you having to produce an amended version of the letter or confirmation that the supplied letter is correct.

16. Once the letter has been approved by the Print and Post team they will enter the details of the letter onto a locally held tracker, then translate the letter and quality assure the alternative format version created. They will then send a copy to pack and post who will forward to the third party contractor for both versions to be dispatched to the client.

Welsh letters

17. If a client has requested Welsh Language. (Language selection = Welsh) both a Welsh and English version of the letter will need to be issued. For other clients in Wales, Welsh Language letters will not be available until a later date. For more information on issuing welsh letters refer to Letters (Outbound) - Contingency Summary.

Clerical - Self Check (Green)

18. Once the system version of the letter has been cancelled and the clerical template has been populated double check the letter.

19. Email a copy of the letter to the **CSA Print and Post Letters** inbox and update the **Description** field of the **letter activity** to advise the letter has been sent. The central Print and Post team will retrieve the letter from the inbox and dispatch it to the client. The Print and Post team will also send a copy to Xerox to be scanned into the system and assigned to the case.

(i) Once the letter has been sent to the Print and Post inbox it will be sent to the client without further checks, however in the event of obvious errors the letter will be returned for immediate correction.

Clerical - Team Leader (Yellow)

20. Once the system version of the letter has been cancelled and the clerical template has been populated, email a copy of the letter to the team leader to be checked.

21. The team leader will check the letter and email to the **CSA Print and Post Letters** inbox once assured, including the case worker's name and email address. Update the **Description** field of the **letter activity** to advise the letter has been sent

22. The central Print and Post team will retrieve the letter from the inbox and dispatch it to the client. The Print and Post team will also send a copy to Xerox to be scanned into the system and assigned to the case. An email will also be sent to the case worker to confirm the letter has been sent.

> Once the letter has been sent to the Print and Post inbox it will be sent to the client without further checks, however in the event of obvious errors the letter will be returned for immediate correction.

Clerical - Local Print and Post (Pink)

23. Once the system version of the letter has been cancelled and the clerical template has been populated email a copy of the letter template to the following email inbox: PRINTANDPOST.LETTERS@DWP.GSI.GOV.UK

Print and Post team check

24. The Print and Post team will then:

- Check that the content is accurate, and the letter is in the correct format

- Discuss any discrepancies with you, which will either result in you having to produce an amended version of the letter, or confirmation that the supplied letter is correct.

- Check that the correct inserts/factsheets have been included

- Send the letter to the client, and update the locally held tracker

- E-mail the saved letter template to the third party contractor. Their e-mail address is **internal.cmg@dwp.gsi.gov.uk** Only the SCIN should be included in the subject line of the e-mail. Remove your email signature from the email as this will also be scanned into the system.

- Hold a copy of the letter until the third party contractor have scanned the letter on to CMS.

The case worker will then delete the copy of the letter saved locally and update the **Description** field of the **letter activity** to advise 'Off system letter sent to client. Letter sent on for upload to Documentum. CMSLXXXX (letter number) issued off system to XXXX (client e.g. paying parent)'.

Third party contractor action

25. The third party contractor will scan the letter and upload it onto Documentum within 24 hours, so that it is linked to the case.

26. A workflow inbound e-mail item will be generated - you will need to validate this and link it to the relevant case and SR.

27. Add a note to any system generated copy of the letter, advising that it has been suspended. Check that your letter has been uploaded onto Documentum, if it has not you will need to resend the e-mail to the third party contractor.

NICMS to replace CMG in Northern Ireland.

2012 Scheme Letter Guidance Fundamental

Contact Summary

Letters (Outbound) - Alternative Formats

Letters (Outbound) - Contingency Summary

Letters (Outbound) - Financial Information

Outbound Contact - Suppress