Department for Work & Pensions   Procedures ▸ Letters (Outbound) - Send To Client

Procedures > Pages > Client-Contact > Letters-outbound-send-to-client

Letters (Outbound) - Send To Client

A letter will need to be created and sent via the system whenever a client, third party or employer has requested that this is their preferred method of contact. Other reasons why a letter would need to be created and issued are:

- If, in the course of the Child Maintenance Group's (CMG's) business there is a legal requirement to do so

- If the CMG chooses to use this method of contact

Creating and customising a letter will be dealt with by a caseworker wherever the case is located.

An editable/non editable letter template can either be created during a service request (SR) or by accessing the contacts screen on the new system and entering the details of the client requiring the letter issue. All outbound written correspondence will contain an electronically readable identifying code to recognise and route the contact should it be returned to the CMG, the information contained includes:

- Client/client representative/employer name/third party

- Case reference identifier e.g. scheme client identification number (SCIN)

- Date of issue

- Issuing office

Any outbound written contact will also be logged on the system and recorded against a client's, client representative's, employer's or third party record.

When you select a letter template that needs to be customised, the letter will contain the following features:

- Areas that are read only and cannot be removed or changed

- Areas of the document where you can type in free text information

- Optional text blocks that can either be included or removed from the document, or optional text blocks that can be included or not included by default when the letter is first generated.
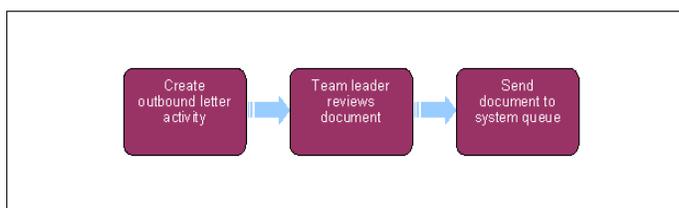
ⓘ You must ensure that all relevant correspondence details are added in the Activity Type field before the correspondence is generated as after this point the correspondence will become read only and non editable.

The purpose of this process is to show you how to create, edit and customise any correspondence that is due to be issued.

ⓘ In some exceptions you will be required to send a letter by fax or email. These methods will be used mainly in enforcement cases for deduction orders, contacting bailiffs or transferring court documents. However you may in certain circumstances be required to perform this service upon request from a client, employer or third Party. For more information refer to Letters (Outbound) - Send By Fax/Email.

For further information on completing editable letters refer to the User Guide for Editable Letters on the fundamentals page.

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

Create outbound letter activity

1. When the Outbound letter activity has been generated automatically, go to **step 2**.
   When manually creating an **Outbound Letter** activity, select the **Activities** applet within the service request (SR). The activities screen is also accessed from the homepage after selecting the relevant **Case Number** hyperlink.

2. When sending a letter to an employer follow **steps 3 – 6.**

   When sending a letter to a client or a third party go to **step 7**.

Letter to an employer

3. Select the **SR#** hyperlink.

4. Update the third party account in the SR.

5. Drill down on the **Activity**.

6. Employer services must select the **3rd Party Account** at activity level, caseworkers select L**etter Outbound - (3rd Party)**. Update the **Recipient Preference** field and select the account MVG button to pick the employer from the list. The employer account details are shown in the account applet on the right of the screen. If the details do not show, select **Refresh Recipient** and go to **step 11**.

Letter to a Client or Third party

7. Select **New** and **Letter – Outbound**. Choose the letter template of the letter to be issued from the **Template Name** drop down list e.g. Application Withdrawn – Missing Information.

8. Highlight the whole line of the letter, select the field under the heading **Template Name** and the multi value group (**MVG**) button appears within the field. Select the **MVG** button and the relevant letter template and **ok**.

9. Select **Letter - Outbound**.

10. Choose the intended recipient of the letter and select the **Add as a Recipient** button. The system automatically defaults to the client's correspondence address, or a message displays; 'error in generation' if the residential address is set as one of the following:

    ■ DLO (dead letter office)

    ■ NFA (no fixed abode)

    ■ PWA (person without address)

    British Forces Post Office (BFPO) addresses are flagged with a **Custom Country** field value of **Not Known**. If correspondence is to be issued with regard to a client that is deceased and there are no executor or next of kin client representatives set up the system will change the recipient details as 'To The Executor Of…'

    In cases where the employer has no named payroll contact, the **Account Contact** applet remains blank. Where this occurs select **Create Correspondence** and **Generate** to produce the employer details on the letter.

    The third party account details are shown in the account applet on the right hand side of the screen. If these details do not show, select **Refresh Recipient**.

    When responding to a Member of Parliament (MP), select the 3rd party account for the relevant constituency, select the account contact to pull the MP details through and update the letter salutation for the MP. For more information refer to MP Enquiries

11. Ensure all relevant correspondence details are added in the **Activity Type** field before correspondence is generated. (Letters are only editable to the point of generation, once generated letters are read only and non editable).

    If the correspondence ID is populated then the Activity Type is read only.

12. Select the **Create Correspondence** button to generate the letter details. Various reference numbers are automatically generated depending on who the letter is to be issued to:

    ■ Scheme client identification number (SCIN) on all correspondence to clients/ representatives

    ■ Employer reference number (ERN) to all correspondence to employers

    ■ Third party reference number (TRN) on all correspondence to employer's agents or any other third party

    ■ A reference number on all letter or fax correspondence that matches the unique identifier of the activity generating the output

    If the letter fails to generate and displays "Error Generating Document", check the Errors tab. If it shows there are missing variables, go to **Missing Variables - Perform Calculation Letters** held in the **Procedural Exceptions** tab within Calculation - Post Initial

13. Where additional documents are to be sent e.g. a court form, attach the item by selecting **Query**. This generates a **Search Box** to allow you to search for the required item/s.

14. The search results display all available documents connected to the item searched. Highlight the relevant item by selecting it.

15. Select **Add** to attach the document to the correspondence and confirm the selection by selecting the **OK** button.

16. Select **Generate** and the letter appears under **Generated Documents**. Within that field select **Open Generated Document**.

Adobe Actions

17. Adobe is launched automatically, log in and complete the appropriate actions to select/amend/send. Read the letter and determine whether any optional paragraphs need adding. For more information on editing letters refer to Adobe. Further information on the options to include in the letter are available in the **Customer Materials** tab of the relevant procedure.

Final checks before issuing the letter

18. To view enclosures that are to be sent with the letter select **Preview Enclosures**. Any default enclosures are highlighted with a tick under the **Mandatory** tab. Enclosures can be added by highlighting the relevant enclosure and selecting **Add**.

    Enclosures include all leaflets, fact sheets and forms to be issued with the letter.

19. Where fulfilment level is external print, the letter is system issued via Fulfilment House. The system will associate the letter template selected with a set postage level, however you may be able to send the letter manually by local print and choose the delivery method where there is a business requirement to do so. Where the Fulfilment Method is local print, the delivery method will be either:

    - First class
    - Second class
    - Recorded delivery
    - Special delivery
    - Courier tracked
    - Courier standard
    - Internal courier

    The default delivery method for local print is first class. Where clients have chosen self service, you will not be able to change the delivery method.

20. If the letter does not need editing, uncheck the **Edit The Item** button.

21. Select **Open Generated Document** to display a viewable version of the letter template. This letter can be edited by selecting the relevant pre determined optional paragraphs or adding free text. Delete any paragraphs that are not needed or not applicable. For further guidance on free text refer to the Language and style guide.

22. Upon generation of the correspondence record, the system provides a warning if any of the following circumstances apply:

    - Active client representative for contact
    - Correspondence is suppressed
    - Contact has a recorded special requirement for braille
    - Contact has a recorded special requirement for large print
    - Contact has a recorded special requirement for audio cassette
    - Contact has a recorded special requirement for audio CD

    Any disability requirements are managed by the print house. If there is an active client representative, the system creates a client representative cover letter activity with the representative as recipient, via use case generate automated correspondence.

23. Once the letter is completed and ready for issue, select **Self Approve** if you are a case manager and do not require approval authority. If the letter needs a Welsh translation see **Letters (Outbound) - Contingency Summary step 14** otherwise go to **step 32**. If approval is required continue to the next step.

Self Approval/Refer to team leader for review

24. If the letter is on the case worker self approval list confirm self approval with your line manager then click self approval and on the homepage and access **My Approval Inbox** to approve/reject as appropriate. Return to the letter and **open generated document** and select **complete**. return to Home Page and open the letter approval and select **Approved/rejected** as appropriate in the **Action** field dropdown.

25. If the letter cannot be self approved and line manager authority is needed change the SR **Status** to to **Pending Approval**, as the letter must be reviewed by the team leader (TL) before it can be issued to the client.

26. Change the **Sub Status** of the activity to **Submit for Approval – TL** to send the SR to the TL's approval queue.

Team leader reviews document

27. Upon receiving the SR the TL will check that the letter is correctly addressed and meets the necessary quality standards, e.g. the correct paragraph has been selected and the letter is free from spelling errors. Once satisfied select **Complete** and then **OK** on the **Correspondence Saved** tab. Correct any minor mistakes where applicable and **Complete**, or select **Close** to reject the approval work item and return to the caseworker for correction.

28. If the document is approved, the TL selects **Approve** and if no translation is necessary, will send the finalised version to Fulfilment House to be sent to the client. If the letter requires translation into Welsh, the TL returns the letter template to the caseworker.

29. If the letter has been rejected by the TL the system creates an **Editable Letter Review** task for the TL to record the reasons for the rejection. Once the TL has added these reasons the letter template is returned to the caseworker.

Caseworker - amend the document

30. Once the work item has been returned access the letter template via **My Activities**.

31. Update the letter with the necessary corrections where appropriate and re submit to the TL following **steps 25** and **26**.

Issue the document

32. Any letters issued by external print are sent with a dummy signature created by the system. If a signature is required on the document e.g. a signature is required for case managers in enforcement; the template is set to be locally printed. Once the letter has been signed by the relevant person, scan it onto the system.

33. Where the **Correspondence Status** is **Ready for Fulfilment** and the **Local Fulfil** button is enabled, select **Open Generated Document** to view the letter. Save the PDF document locally and email along with any enclosures to the **CSA Print and Post Letters** inbox to be issued.

34. Select the **Local Fulfil** button on the **Correspondence Record** to set the **Correspond Record** status to **Successfully Fulfilled** and **Activity** to **Done.**

35. When the letter has been completed, the system checks for suppression and holds the letter ready to be sent based on the delivery method selected in **step 10**.

Cancel the document

36. Wherever the letter **Status** is not **Successfully Fulfilled** it can be cancelled. Choose the cancellation reason from the drop down list, eg **Generated In Error**, and select **Cancel**.

    ⚠️ Attempting to change the status of a letter after it has been fulfilled generates a system error. If a letter has a status of **Error in Fulfilment** it must be updated to **Cancelled** and printed locally if it is to be sent. See **Step 34** and **Step 35** for information on how to locally fulfil correspondence.

Letters (Outbound) - Send By Fax/Email

Letters (Outbound) - Send Copy

Letters (Outbound) - Third Parties

MP Enquiries

Outbound Contact – Suppress

I am receiving an error when generating a letter on a closed/arrears only case, what do I do?

> The case closure process will have associated an end date with the qualifying children on the case, this means an error will generate when the system tries to retrieve the details of these children. In this scenario issue the letters clerically.