


Letters (Outbound) - Third Parties/Forward

This procedure details the steps to carry out when forwarding a document to a client representative following a request from a client, or forward a copy of correspondence previously issued to a third party, client or vice versa.

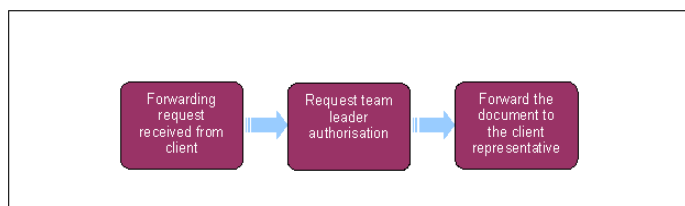
 For more information on client representatives refer to the Policy, Law and Decision Making Guidance 

This action is performed by all caseworkers and managers within the Child Maintenance Group (CMG).

A client may ask at any point for their correspondence to be forwarded to their representative, for example, this may be to a solicitor acting on their behalf. The letter will be an exact copy of the original the client received and the decision to forward the document requires team leader authorisation. The client is informed of the decision and any documents to be forwarded are issued with a covering letter.

 A client may require a duplicate copy of any correspondence that has been issued to them for their own records. For more information refer to [Letters \(Outbound\) - Send Copy](#).

For more information refer to the Policy, Law and Decision Making Guidance 



 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.

Forward/Re-issue Correspondence

- If issuing a letter as part of another process continue working from that service request (SR). For DEO/DER, raise the SR as a child SR on a perform calculation SR or an NRP contact SR. Create an SR as follows;
 - **Process = Outbound contact**
 - **Area = Reissue Correspondence or Forward Correspondence**
 - **Sub Area = Reissue Correspondence or Forward Correspondence**
- If a client requests correspondence to be forwarded to their representative confirm the representative details are recorded on the system, if not, complete this action first. For more information refer to [Client Representative - Set Up](#).
- Once you have created the SR, change the **Status** to **In Progress** to generate an activity plan detailing the actions you will take to complete the request.
- Select the **Letter - Outbound** hyperlink from the activity plan. Select the **Add As Recipient** button, this populates the case recipients view and adds the contacts.
For a DEO/R select the **Template Name** column and change the default CMSL5509 to either a CMSL2019 for a DEO or CMSL2015 for a DER. From the contacts list, select the paying parent.

 For letters to be sent by fax or email, refer to [Letters \(Outbound\) - Send By Fax/Email](#).

- Select the **Create Correspondence** button.
- Within the **Attachments** tab 3 applets are displayed; **Contact**, **Account** and **POA Client**.
Select Account for a DEO/DER or other letter to be issued to the employer. Select **Reissue Contact** if reissuing the letter to the original contact or **Add Original Contact** to forward to an other. For a DEO/DER input the Employer name or search for the employer using the MVG.
- Within the **All Attachments** applet, select **New** and **Correspondence Description** MVG, all of the letters previously issued to that contact are displayed. For a DEO/DER select the DEO/DER letter.
- Select the letter to issue as an attachment and repeat the action for any additional letters to be included.

9. Select **Generate** and **Correspondence Details** tab and select **Open Generated Document** to open the letter in Adobe to edit.
10. Once editing is complete request team leader (TL) authorisation.



If a covering letter isn't available for the process you are completing, letter template CMSL5509 is available on the system to use. This letter details that a request has been made for duplicate correspondence to be issued. For more information refer to [Letters \(Outbound\) - Send to Client](#).



If the SR you have created is functionally unique i.e. a specialist SR not associated to a case, remove the case number before proceeding to step 11.

Self Approval/Request team leader authorisation

11. If the letter is on the [caseworker self approval list](#) confirm self approval with line manager then click self approve, if not follow step 13.
12. On the correspondence screen click self approve then on the home page approval inbox select approve/reject as appropriate
13. If approval is required from the team leader (TL). Select **Send for Approval** button to send an approval work item to the TL.



When an SR to forward correspondence is raised complete all required action but do not update the SR to pending assignment as this moves the SR to the default segment and you will not be able to complete it. In this event you must raise a new SR.

14. The TL checks the correspondence and the reason for the request confirming the request is valid. Select **Approve** or **Reject** updating the appropriate option within the SR and recording reasons in the SR **Notes** field.
15. Once TL action is complete reallocate the SR to the user for the next action or for any changes. For more information refer to [Work Management](#).

Update the notes and complete the SR

16. On receipt of the SR following approval, complete any action based on the TL decision. If the request has been:
 - **Rejected** - Look at the **Notes** tab for the reason, make changes if required or resubmit a new request, repeating actions for approval. If the letter is not to be forwarded contact the client to advise of this and end the process
 - **Approved** - Issue the correspondence to the client's representative following the steps below
17. Update the **Notes** field within the SR, save the letter locally and email along with any enclosures to the **CSA Print and Post Letters** inbox to be issued. Update all of the activities. Change the **Status** of the SR to **Closed**. Once the email has been sent delete any locally saved copies.



For any letters that require a signature, obtain the signature and rescan the document for system issue. For more information refer to [Letters \(Outbound\) - Send to Client](#) and [Scanning - Local](#).

NICMS to replace Child Maintenance Group for Northern Ireland

[Client Representative - Set Up](#)

[Letters \(Outbound\) - Send Copy](#)

[Letters \(Outbound\) - Send By Fax/Email](#)

[Letters \(Outbound\) - Send to Client](#)

[Scanning - Local](#)

[Work Management](#)

Is a written request required for third party representatives to receive client correspondence?

Yes unless the third party representative is already held on the system.

Does my team leader need to authorise any correspondence to a third party representative.

Yes the letter will be an exact copy of the original the client received and the decision to forward the document will require team leader authorisation.

Can I issue more than one letter a time to a third party representative?

Yes to do this you will need to attach additional letters as an activity.

Do I need to send a covering letter to a third party representative?

Yes a cover letter is required for documents that are re-issued or forwarded. Letter template CMSL5509 will be available on the system for you to use. This letter will detail that a request has been made for duplicate correspondence and they are being issued.