

Scanning - Local

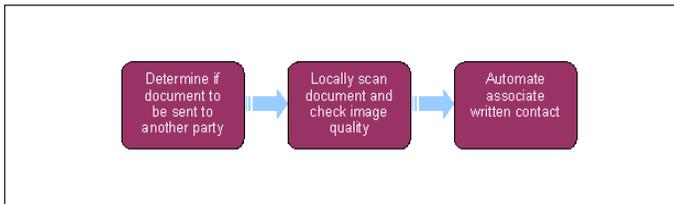
The child maintenance group (CMG) receive, manage and store all case related documents electronically rather than in a paper based format. Any postal communication sent to the CMG will be scanned by the third party scanning provider.

If a physical document is received at a local office and it is illegible, the item should be rejected and returned to the client or third party who presented the item.

This process details the steps necessary to locally scan written contact and email the documents to the scanning provider for processing and uploading onto the system.

The documentation to be scanned may include:

- Any document received directly to a local office
- Court documents completed online and printed locally for physical signature
- Letters to clients that require a physical signature
- Court documents received from face to face contact requiring covering letters
- Parliamentary contact letters printed locally for signature



Locally Scan Document

Ensure that all document images are of suitable quality prior to scanning. If they are of poor quality they should be rejected and returned to the client or third party who presented the item.

1. On the printer control panel, press the **Services** button.
2. On the printer touch screen, select the **Network Scanning** icon.
3. From the list of templates, select the destination of the shared folder you want the document to be sent to, e.g. Applications, Maintenance, Enforcement, Complaints etc.
4. Place the original document in either the document feeder or face down on the glass.
5. Select the **Start** button and the system will scan the document.
6. You will then have the option to scan further page/s, if this is required select **Yes**, and add the extra page/s to the scanner and select **New Scan – Accept**. This process can be repeated as many times as necessary.
7. When all required documents have been scanned select **No**.
8. Wait until the document has fully saved before starting to scan any new documents.

Send to provider for linking

9. Access the **Shared Scan Folder** you scanned your document into, e.g. Applications, Maintenance, Enforcement, Complaints etc. If you are unable to locate the folder then contact your local IT section who will forward you a link.
10. Move your scanned document from this folder to your segment's **Local Scan Folder** e.g. Applications, Maintenance, Enforcement, Complaints etc. and delete the image from the other **Shared Scan Folder**. You can re-name the document if you select **File** and then **Save As** so you can easily identify it in your segment's **Local Scan Folder**.
 -  If you are unable to locate the folder then contact your local IT section who will forward you a link.
 -  If the document is not moved from your segment's **Shared Scan Folder** within 30 minutes of scanning, it will automatically be deleted and the document will need to be re-scanned.
11. Open up a new email and attach the PDF file, entering one of the following in the subject field so the document can be easily identified and linked to the correct client/casegroup/contact record as appropriate.
 - A relevant scheme client identification number (SCIN) – (If the document is to be associated to the case)

- Employer reference number (ERN)/employer agent reference number (EARN)/third party reference number (TRN) (If the document is to be associated to the contact record only)
- Service request (SR) number (optional) (If the document is to be associated with a specific SR)

12. Remove the signature and send the email to the following email address: **CMG internal.cmg Link2**



The email is sent directly to CMS and isn't physically opened by anyone, a message will be received showing **Deleted without being read**. This is normal and another email should not be sent.

13. Once the document is available to view on the 2012 system, return to your segment's **Local Scan Folder** and delete the image/document. Delete the email from your sent items.

NICMS to replace CMG for Northern Ireland

[Correspondence \(Inbound\)](#)

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

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

[Documentum Summary](#)

[Why do I get a message saying that my email was deleted and not read?](#)

The email is sent directly to CMS and isn't physically opened by anyone, so this message is to be expected.

[Will original documents like liability orders be destroyed after they are scanned?](#)

No this refers to applications for liability orders that have been completed on the court's own website. The caseworker cannot save the form directly into the 2012 system, so they have to print it locally for a signature and to attach a payment. This document is then scanned into the system for audit purposes and the original document forwarded to the court.

[Will faxes from clients be received at a central location by a fax machine\(s\) based within the third party scanning provider section.](#)

Faxes are managed by a fax gateway server hosted by the third party scanning provider on behalf of the CMG (This is not a physical fax machine). The third party scanning provider automatically converts faxes into PDF images and they then come through the inbound framework just like inbound postal items