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

Procedures > Pages > Client-Contact > Correspondence-(inbound)

Correspondence (Inbound)

This process follows on from the receipt of correspondence (Fax, Email, letter or inbound message / activity generated by the Client / Employer Self Service Site) by the scanning provider when the correspondence has been either automatically associated to a case or where automatic association was not possible and the unassociated mail handling team have taken action to manually associate the correspondence to a case. For more information on automatic association refer to Correspondence (Inbound) – Scanning, and for more information on manual association refer to Correspondence (Inbound) - Linking.

In both of these instances the caseworker in the case owning segment must check that the correspondence has been

- Assigned to the correct case/client/organisation/employer
- Allocated the correct document type

and then associate with the correct service request (SR) or raise a new SR if appropriate.

ⓘ Where a court summons is received from HMCTS against CMG, it is not appropriate to raise an SR.

On receipt of a Court Summons from HMCTS against CMG, as soon as the document is viewed, the caseworker or the Unassociated Mail Handling Team (UMHT) will contact Special Service Support Team (SSST) immediately, advising them of details of the court hearing.

This procedure will guide you through the steps necessary to validate association of the activity to a case/client/organisation/employer, check the Document Type and associate with/raise the relevant SR.

The process can be carried out by any caseworker or manager in any segment.

The caseworker will access the activity (Email - Inbound, Fax - Inbound or Letter - Inbound, Client/ Employer Self Service Message), via the Inbound Correspondence screen, to view the details of the case/client/organisation to which the post has been assigned. They will view the PDF image/s, validate, check the details match and ensure that it has the correct Document Type label.

ⓘ For example, a client can generate an inbound activity via the SelfService Site to query a calculation, request a call back or request a SAR form (this list is not exhaustive). When reviewing the inbound activity the caseworker will need to identify which existing SR is in place to support the inbound activity. The caseworker will then generate the appropriate SR before the inbound activity can be marked as completed. Some specific examples are shown below:

- For a call back request that has been received via the Self Service Site, the caseworker would generate a call back activity using the Call Backs procedure, to ensure the call back is actioned as requested by the client, before closing and completing the self service activity. However if the case is assigned to someone else, the call back activity must be associated to a General Enquiry SR to allow it to be assigned to the correct case owner via the work allocation system.

- For a SAR form request that has been received via the self service portal, the caseworker would generate a SAR SR, then update the Status to Pending Assignment to move the SR to the SAR team for them to complete the required action. The caseworker would then close and complete the self service activity.

ⓘ Note that all Self Service messages / inbound activities must be actioned within 24 hours.

ⓘ In circumstances where the case owning caseworker is not available to receive the inbound correspondence (e.g. because they were on leave), the case must be assigned to an alternative caseworker through the **Work Management** view. They will receive the inbound correspondence activity and access the case.

If not associated to the correct case, search for the correct case and re-assign to the case and relevant SR.

If the correct case cannot be found the activity is sent back to the unassociated mail handling team. This should only be used in exceptional circumstances and caseworkers should always add the reason for this in the Notes field.

Team leaders must ensure that all contact received into the Child Maintenance Group (CMG) is correctly prioritised in line with the key performance indicators.

- All service requests generated as a result of inbound contact should be completed within two days
- All inbound activities / self service messages should be classified within 24 hours of the time of receipt

This list is not exhaustive.

For more information relevant to team leaders refer to Performance Management Framework.

Where any items of mail are received that cannot be associated with a case by the scanning provider, refer to Correspondence (Inbound) - Exceptions.

For more information refer to the Policy, Law and Decision Making Guidance ⚖
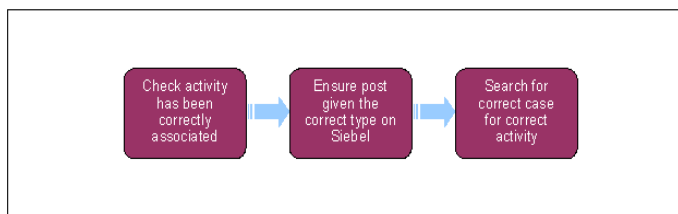
Check activity has been correctly associated

All segments within the 2012 system have a Classify Inbound Activities view. This is available to all roles within each segment and will show all inbound activities for that segment.

Normal practice is for the process to be carried out by a centralised team.

ⓘ Where two case details are available on the correspondence, a manual handling team (MHT) caseworker must send the correspondence to **unassociated documents**. To reassign the correspondence to the MHT, change the **Outcome** dropdown to **Reassign to MHT**.

ⓘ There may be times when inbound correspondence contains multiple items from a bank, building society or court which is for more than one case group. For more information go to **step 34**.

1. Select the **Correspondence** tab from the 2012 system home screen.

2. Select the **Inbound Classification** tab.

3. Highlight and select the inbound activity from the list, this can be an Email - Inbound, Fax - Inbound or Letter - Inbound activity.

4. The correspondence item or items are displayed in one or more of the four categories at the bottom of the screen :

   - Original Items – documents e.g. driving licence

   - Others – letters and emails

   - Payments – payments received

   - Forms – returned Child Maintenance Group (CMG) forms

5. Highlight and double click (or select and enter) the post item to view. The PDF image or images will appear in an applet. Up to six PDF images may be displayed with each image containing up to four scanned post items.

6. Review the post items, compare the information contained to the First Name and Last Name at the top of the screen and check that the post item relates to that person.

7. Select **Go To Case** and compare the correspondence information to the Further Person Details displayed (i.e. date of birth, full address, national insurance number, etc) to ensure you have the correct case.

8. Where the correspondence relates to an organisation, the organisation's name appears at the top of screen under Account and Account Address. Compare the post details to that information. To assign the correspondence to that account, set the **Status** to **Classified**.

9. Select **Go to Case** and compare the post information to the further details displayed there.

10. Where the details match and the correspondence is confirmed as being associated with the correct case go to **step 12**.

11. Where the details do not match and the post has been associated with the wrong case go to **step 17**.

Ensure post given the correct Type on the 2012 system

⚠ If the document **Sub Type = MP Complaint** contact the Complaints Resolution Team via the CMS 2012 Phonebook for advice before creating a new Complaints Resolution SR. If the Complaints Resolution Team cannot be contacted go to step 31 to raise a Complaints Resolution SR ensuring the **Parliamentary Contact Involved** field is updated to **Yes**.

12. Correspondence received is categorised into four areas on the 2012 system called **Document Types**. These are displayed at the bottom of the screen.

   - Document Type; Original Items – These are original documents and are categorised by the third party scanning provider at the scanning stage. They are:

      - Adoption Papers

      - Bank Statement

      - Birth Certificate

- Bond Certificate

- Dividend Statement

- Court Writ/Order/Legal Doc - ⚠️ When a court summons for an appeal against an enforcement action is received from HMCTS requesting CMG attend court, go to **step 41**

- DEO Authorisation

- Divorce Certificate

- DNA Test Result

- Drivers Licence

- Earnings/Payslip

- Gender Declaration

- Marriage Certificate

- P45

- P60

- Parentage Declaration

- Parentage Proof

- Passport

- Photograph

- Share Certificate

- Tax Code Notice

- Unidentified

- Document Type; Others – These are letters, emails, general post and documents not covered in the above, and are categorised by the CMG, not the third party scanning provider. These are placed in the Others category with a Sub Type of Un-identified. Re-categorise from Un-identified to reflect what has been received, selecting an appropriate option from the drop down that includes:

  - Appeals ⚠️ Where an appeal is received directly from HMCTS go to **Step 39.** Except where a summons is received for an appeal against an enforcement action from HMCTS for CMG to attend court go to **step 41**

  - Bank Disclosure Response

  - Company Documents

  - Change Of Circumstances (CofC) Notifications

  - Complaints

  - Correspondence

  - DEO Schedule

  - Dispute

  - Enforcement Document

  - Enforcement Response

  - Freedom Of Info Act Requests

  - Investigation Document

  - Maintenance Documents

  - MP Complaint - ℹ️ If this is the selected sub type go to **step 31**

  - Payment Document

  - Subject Access Request

  - Trace Action Outcome

  - Un-identified

  - Unassociated Items

This list is not exhaustive.

ⓘ If a document has been given the incorrect Type you must ensure that this is corrected and re-categorised.

You may see two copies of some documents, one in Un-identified and one in Commission forms.

- Payments – These are payments received and are categorised by the third party scanning provider.

- Forms – These are CMG issued and returned as post and are categorised by the third party scanning provider using the barcode attached to the form as reference.

13. Highlight and double click (or select and enter) the post item to view. The PDF image or images will appear in an applet. Up to six PDF images may be displayed, with each image containing up to four scanned post items.

14. Review the post item and information contained. Compare the post to the Type definitions and examples above and check it has been placed in the correct Type category i.e. if it is a driver's licence, has it been placed in Original Items? If correct proceed to **step 30**.

ⓘ When you have identified the correspondence that has been received, Select **Go to Contact** and locate the activity. Enter a note in the description field, describing the correspondence received e.g. wage slips from paying parent. If the correspondence received is 'verification received' from the client, consider if SMS text is appropriate.

15. Where the PDF image contains more than one item of post decide which has the highest priority and categorise under that item i.e. where a cheque and an accompanying letter are both received and displayed, the cheque takes priority and is categorised under Payment.

16. If the correspondence has been incorrectly categorised, update the **Document Type** as follows:

- Highlight the post item and select (or highlight the item and press the enter/return key) the Document Type (i.e. if in Others, on the word "Others"). From the displayed drop down select one of the following options, **Original**, **Others**, **Payments** or **Forms**

- Select the correct document type from the drop down, i.e. if a driving licence but has been categorised as Others incorrectly, select **Original** from the drop down to correct

- The Sub Type will change and provide a drop down of suitable sub types for that category. Select whichever most closely matches the post item

- The correspondence item will move to the correct category i.e. from Others to the Original Items box

Search for the correct case for activity

17. Where the correspondence has been associated to the wrong case, contact, organisation or employer, identify the correct case and associate the activity completing the following steps.

18. Select the **Last Name MVG** button as shown below:
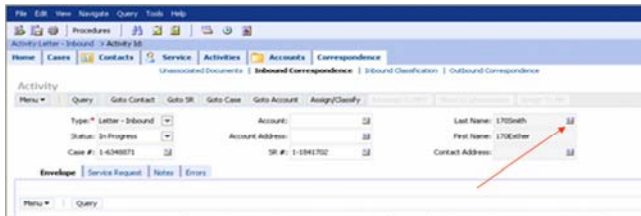
19. After selecting the **MVG** a pop up box opens, within this box search for the correct record by selecting a **Search** tab. There are the options to search for a client using the following Search tab options:

- Title, First Name, Middle Name and/or Last Name

- Date of Birth

- SCIN

- NINO

- Address Line 1, Town/City and/or Postcode

20. From the search results, select the record you require. Once selected, this line is highlighted.

21. Select the **Add** button to transfer the highlighted client to the **Selected** box, as shown in the screen shot below. Where correspondence has been incorrectly assigned, after adding the correct client, highlight the incorrect client and select **Remove**.
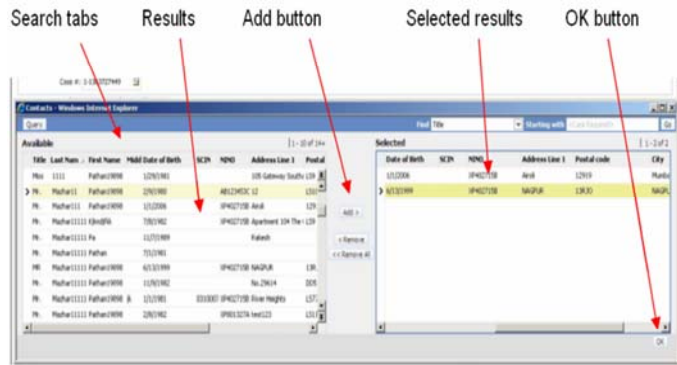
22. When you are confident you have found the correct record, attach the activity to the selected contact selecting the **OK** button located under the selected search box. Once complete this will attach the activity to your selected contact or case.

23. A list of all search criteria can be found within the procedure Correspondence (Inbound) - Exceptions.

24. Ensure the activity has been assigned to the correct case using the MVG button, if necessary, to pull through the case number. The case owning segment will complete the next action on the case and validate the inbound contact by following this procedure on receipt of the activity.

25. If the new case belongs to your segment, once successfully associated go to **step 12** to ensure the post has the correct type.

26. If the search is unsuccessful after all possible efforts have been made, go to **step 27**. ⚠️ Where a summons is received for an appeal against an enforcement action from HMCTS for CMG to attend court, go to **step 41**.

27. Select the **Outcome** at the top of screen and from the drop down that displays, select **Reassign To MHT**.

28. Select the **Reassign To MHT** tab which will populate and refer the activity to the unassociated mail handling team.

29. When the activity is correctly associated, the centralised team caseworker can:

   ■ Attach the activity to an open SR, go to **step 30.**

   ■ Create a new SR if nothing suitable is available, go to **step 31.**

   ℹ️ If correspondence is received from a third party organisation it is attached to the organisation but should be progressed by the segment that own the client case to which the correspondence refers. If the correspondence refers to a change to the details of a third party organisation you should raise the appropriate SR to refer to the third party team. For more information refer to Third Party - Amend.

   ℹ️ If the correspondence is a schedule from a third party bailiff, the MHT must assign the activity from the unassociated items to the third party team. The third party team are responsible for assigning third party bailiff schedules to the employer team. Go to **step 36**.

30. To attach to an open SR :

   ■ Select the **SR** field in the activity. A pop up screen will display showing all open SR's for the client or organisation:
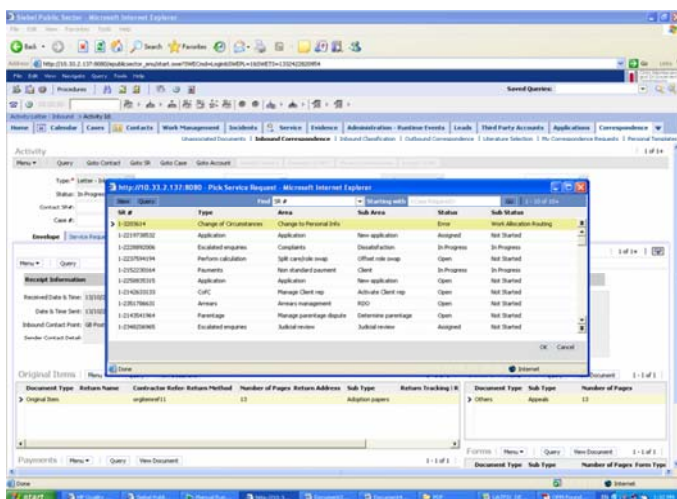
- Highlight and select the SR which seems most appropriate for the correspondence item. The post item will be associated with the SR. The post item will be actioned by the caseworker that owns the SR. No further action is required.

  ⓘ If a letter has been returned DLO and the source of the SR is **Third Party**, do not link the SR to a contact via the MVG button.

31. To create a new SR :

    ⓘ Where the Document sub type is MP Complaint, contact the Complaints Resolution Team for advice before creating a new **Complaints Resolution** SR. If the team is unavailable create the **Complaints Resolution** SR immediately and select **Yes** in **Parliamentary Contact Involved** field. For more information refer to Complaints - Resolution.

    - Select **Service Request** tab

    - Select **New**

    - A new SR will display and associate to the activity :
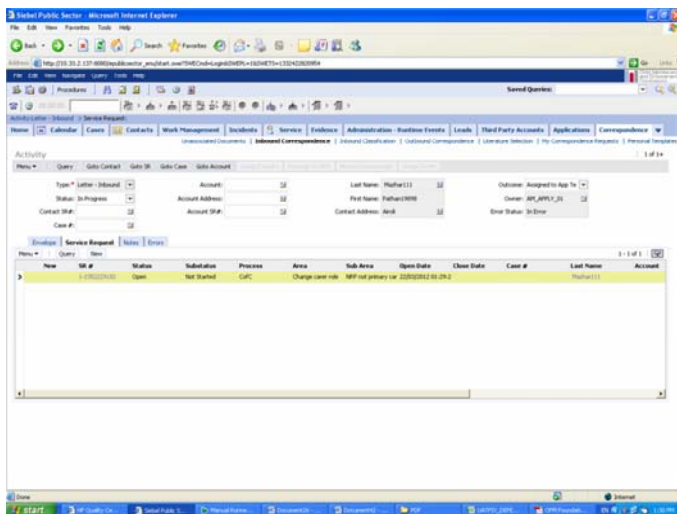
    - The SR Number, Status, Sub Status, Open Date and Client Name will pre-populate. The Process, Area, Sub Area and Case can be set by selecting each heading and choosing from the drop down options available. The types of SR that may need to be raised include, but are not limited to:

      - Change Of Address

      - Change DEO Employment Details

      - Change To Employment/Income

      - Change Child Status

      - Change Carer Role

      - New Application

      - Request For Case Closure

      - Change Method Of Payment To/from

      - Qualifying Child No Longer In Full Time Education

      - Shared Care

    The new SR is now allocated to the relevant segment and actioned by caseworkers within that segment. For more information refer to BOM - Segments Summary

ⓘ If the correspondence requires multiple SRs, create the relevant number and attach the correspondence to each, to ensure all actions are carried out.

ⓘ There may be some correspondence when we receive information or information of a general nature, if unable to attach it to an existing SR or there is no SR create one that matches the nature of the letter, create the following general enquiry SR and attach the post to it:

    - **Process = Manage Inbound Call (even if the correspondence was written)**

    - **Area = General Enquiry**

    - **Sub Area = General Enquiry**

i When creating the general enquiry SR, remember to assign it to the correct case.

32. Set the SR to **In Progress**. In the **Activities** select the **New** button, this will create a **Call Inbound** activity.

33. Tick the **Global Flag** field then change the **Type** field to **Letter Outbound**.

    This allows CMSL5511 to be generated. Use CMSL5511 to respond to any enquiry from any source not covered by the standard processes or letters. Use off system letter CMSL5512 as a cover letter when sending leaflets or other literature.

Multiple items contained in one inbound correspondence

34. When it is identified that the one inbound correspondence contains multiple items for multiple casegroups, raise the form CSAU008 Post Opening Document Scanning Service (PODSS) and email it to the Service Management team. For more information refer to Correspondence - Request Originals/Rescan.

35. The activity should then be reassigned to the Unassociated Mail Handling Team (UMHT). Request that the UMHT move the activity to the Unassociated view. The UMHT will move the item to the Unassociated view and the item will be deleted once the system functionality is available.

Third party (Bailiff) correspondence

When a schedule is received from a third party bailiff, the correspondence will need to be sent to the employer team.

Manual handling team

36. When you identify a schedule from a third party bailiff, check the sender of the schedule against the third party records to determine the correct third party record it relates to.

    i The schedule from the bailiff may not provide enough information to allow you to quickly identify the correct third party record.

37. Once identified, attach the correspondence to the third party record, this will automatically route the correspondence to the third party team.

Third party team

38. Once received, re-assign the correspondence to the employer team to allow them to complete their actions.

Appeals from HMCTS

39. When an item of post is identified as being from Her Majesty's Courts and Tribunal Service (HMCTS) check the relevant case to determine if there is an open Appeals SR to which the post may relate. If there is no active SR, or if there is a closed Appeals SR you should create a new appeals SR using the values:

    - **Process = Escalated Enquiries**
    - **Area = Appeals**
    - **Sub Area = Appeals**

40. Attach the appeal letter to the SR and update the status to In Progress. this will ensure that the appeal is routed to the Appeal Reform Central Team. For more information refer to Direct Lodgement - Appeals Post 28/10

Court Summons from HMCTS received against CMG

41. A Paying Parent or Receiving Parent can apply to HMCTS to appeal a decision made by CMG. This may result in a court summons being received from HMCTS requesting that CMG attend court. The summons requesting CMG attendance at court will show 'summons' in the subject title and provide details of court, appellant and date/time of hearing.

    For example when a paying parent appeals against a DEO the appeal is made directly to HMCTS and costs the paying parent £130.00. If a DEO appeal is made, HMCTS will send a court summons for CMG to attend a hearing.

    When any court summons from HMCTS is received requesting CMG attendance in court, as soon as the document is viewed by the caseworker or the Unassociated Mail Handling Team (UMHT), a call must immediately be made to Special Service Support Team (SSST) advising them of:

    - Appellants name and address
    - Date and time of hearing
    - Court address
    - Case/SCIN number.

    SSST can be contacted on **01752 886380**. Following the call, email **CM 2012 SCHEME South West Specialist Services Support Team** providing the above details.

On contact with SSST no further action is required to be taken on the court summons from HMCTS by the caseworker or by UMHT. On receipt of the call SSST will update notes at person level and contact CPO to arrange court representation.

Missing or not received documents

ℹ️ Xerox **do not** have access to the 2012 System and are unable to check whether items have been scanned for linking.

42. Where a client advises that we have not yet returned an item of cherished mail, you should first check the inbound letter activity to see the status of the item.

    If the status shows the item has been returned to the client check the date and the return address and inform the client.

    If the paper document status is showing as **CMEC** or **CMED** then the document is already with CMG or CMED contact the Unassociated Mail Handling Team (UMHT) (Email: CM 2012 Scheme Unassociated Mail Handling Team 2012SCHEME.UNASSOCIATEDMAILHANDLINGTEAM@DWP.GSI.GOV.UK) to check whether they have the item stored (this may be a hard or electronic copy).

    If the mail is not with UMHT, complete form CSAU008 including relevant information from the Activity.

43. Where a client advises that they have sent us a letter but have not received a reply and investigation shows we have no record of receipt of the letter, first contact UMHT (Email: CM 2012 Scheme Unassociated Mail Handling Team 2012SCHEME.UNASSOCIATEDMAILHANDLINGTEAM@DWP.GSI.GOV.UK) to check whether they have the item stored (this may be a hard or electronic copy).

NICMS to replace Child Maintenance Group (CMG) in Northern Ireland

CMSL5511 - Free Text Letter

This letter can be used when no other letter is appropriate. It has a free text paragraph to write your query/statement

CMSL5512 - Generic free text

Off system letter.
• Generic free text letter used for information

BOM - Segments Summary

Complaints - Resolution

Correspondence (Inbound) - Exceptions

Correspondence (Inbound) - Linking

Correspondence (Inbound) - Scanning

Direct Lodgement - Appeals Post 28/10

Performance Management Framework

Terminology Changes