**Department for Work & Pensions** Procedures ▸ Correspondence (Inbound) - Linking

Procedures > Pages > Client-Contact > Correspondence-(inbound)-linking
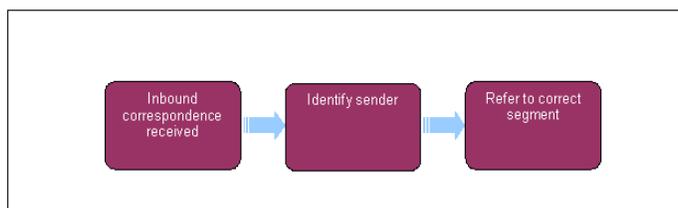
## Correspondence (Inbound) - Linking

This procedure will show you how to deal with incoming correspondence from clients that cannot be automatically associated to the relevant client, case or organisation within the 2012 system.

This process will be performed by a member of the unassociated mail handling team (UMHT).

When written contact is received that cannot be automatically assigned to the relevant client, case or organisation the UMHT team caseworker is tasked with looking into the details held within the PDF image and using the information to link the written correspondence to the correct case.

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



### Inbound correspondence received

1. When inbound written correspondence is received it will be scanned by the third party scanning provider. They will categorise the correspondence for easy identification, labelling the type of document that has been received. For example if a passport has been received they will be able record this on the system as **type: original document – passport**. For more information refer to Correspondence (Inbound) - Scanning.

2. The 2012 system will, if possible, allocate the correspondence automatically to the correct client, case or organisation record. If it is not possible to link the correspondence to a case due to lack of information from the sender, further investigation is needed.

    If correspondence is received but cannot be associated to a case or contact, the document will be sent to the **Unassociated Document** view. If the sender is a contact but is not active in a case (e.g. a client representative who has been deactivated), then you will need to move the correspondence activity to the **Unassociated** view. When a case is then created for the contact, then the activity can be assigned to this case by selecting and then assigning it to yourself.

3. An Activity, containing the scanned image/s in PDF format, will be forwarded to the unassociated mail handling team (UMHT) from the scanning provider to locate the sender and case location.

4. On receipt of this PDF you will need to ensure that the document has been categorised correctly by the scanning provider. Open each PDF and view the document/s ensuring that the document type has been recorded correctly, for example if the type on the system states original document – passport, confirm that the PDF image is of a passport.

5. If the scanning provider is not able to type the document due to the item not being held on their list of 'type' items they will record the item as other - unidentified and the UMHT will be tasked with identifying and typing the document.

6. If the type has been recorded correctly no further action is required, however if the type is incorrect or states other, you will need to re-categorise this correspondence. For more information refer to Correspondence (Inbound).

7. Once the type is correct, complete the following steps to ensure the correspondence is assigned to the correct client, case or organisation.

### Identify sender and refer to correct segment

8. Open the PDF and look at the correspondence, looking for details to identify the client or organisation to assign it to.

    - Contact located - If you are able to identify the person making contact from the information held refer to **step 10**

    - No contact found - When there is insufficient information to locate the person making contact, see if contact details are provided, contacting them for more information when available. When you are unable to locate the person and there are no contact details, refer correspondence to the unassociated items view, for more information refer to Correspondence (Inbound) - Unlinked

    - 2012 scheme general enquiry - no case held. Discuss the correspondence with your team leader to identify the action required and respond to the enquiry.  If necessary and if possible, contact the sender to help identify the action required. Update the **Notes** with the action taken and mrefer correspondence to the unassociated items view, for more information refer to Correspondence (Inbound) - Unlinked

9. In order to identify the contact from their correspondence within the PDF image you may need to perform a search for the contact, for example if you only have the name. For details of how to perform a search and how to attach an Activity please go to **step 19**.

   (i) When searching for contacts bear in mind that the case could be sensitive, consider contacting the sensitive case team as part of your search.

10. If you can locate a contact you need to identify who the contact is and take the following action depending on their role.

11. Where the correspondence is:

   - From a client, refer to **step 14**

   - From an employer or agent, attach the **Activity** to their account go to **step 19**. This will provide details on how to search for the employer and attach the **Activity**. If there is a service request (SR) outstanding, attach the **Activity** to the account and the required action will be taken by the team dealing with the SR. If there is not an outstanding SR you will need to create one, selecting the appropriate options and attach the **Activity** to the SR. Upon receipt of the SR the required actions will be taken by the appropriate team

   - From a prospect, prospect enquires are any correspondence that relates to the options team or choices. Any correspondence detailing information relating to new applications will be dealt with as an exception and will not be able to be actioned on the system. They will be dealt with under the process of manage unassociated items. For more information refer to Correspondence (Inbound) - Unlinked

   - From a third party: You will not assign this Activity to an outstanding SR or create one. You will need to assign the Activity to the third party team for them to complete the assignment process. You will do this by selecting Activity outcome **Assign to 3rd Party Team** and select the **Assign/Classify** button. The system will then assign the correspondence to another areas. For more information refer to Correspondence (Inbound)

   - Not for a 2012 scheme client. You need to identify if the client has a case on one of the 1993/2003 systems. If the correspondence contains a request for assessment (RFA) number or National Insurance number (NINO) refer to Correspondence - Transfer Between Schemes. If there is no record on the 1993/2003 scheme systems of the contact refer to Correspondence (Inbound) - Unlinked

12. Off system action:

   If you identify that the correspondence requires off system action you will need to forward this to the relevant department for the action to be taken. Off system action for example could be car keys are received and cannot be scanned or a non client complaint. For more information refer to Correspondence (Inbound) - Exceptions.

13. Sensitive cases:

   Will be treated the same as standard cases upon receipt and, when identified as sensitive, transferred to the sensitive case team for action. Sensitive cases will not have a separate process or a different postal address to other correspondence.

14. Client identified:

   When a case is outstanding identify if there is one case or multiple cases associated with the client. Identify the case that the contact relates to and attach the Activity to the case/SR, see **step 19**.

15. To identify how many cases a client has, select the **Tab Case** view, this will show the number of cases for the client.

16. By selecting the SR tab you will be able to view the SR notes to confirm the case the correspondence relates to.

   (i) If there are multiple cases and it is unclear which case to link to, you would link the document to the case that has been updated last.

17. Contact includes a payment:

   - Payment included - Refer to **step 18** to confirm if there is another document attached to this payment

   - No payment – continue investigation to identify the case the correspondence relates to and assign the **Activity**, go to **step 19**

18. Payment includes another document?

   - Yes – If there is another document attached you will attach the **Activity** to the outstanding SR for action to be taken by the correct case group. If there is not an SR outstanding, you will need to create one, you will do this by selecting the appropriate option fields

   - No - Payment includes no other document, you will attach the scanned copy of the payment to the client's account for audit purposes, go to **step 20**, for example this may be a scan of a cheque. You will then set the **Activity Status** to **Done** as there is no further action required - this attachment has been for records only. This will end the process. Update the case **Notes** within the SR of actions taken

## Search contact and attach to Activity

19. You may need to search for a contact if there is only limited information with the PDF document. To search for a client and attach an **Activity** to their account you will need to complete the following steps. In order to complete a search you will start by selecting the **Query** button from the envelope section of your Activity as shown below.
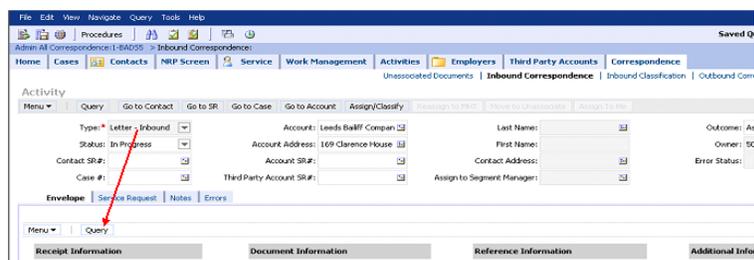
20. On selecting **Query** a pop up box will open. Within this box you will be able to search for the client by selecting a **Search** tab. There will be the option to search for a client using the following search tab options:

- Title, first name, middle name, last name combination

- Date of birth

- SCIN

- NINO

- Address Line 1, Town/City or postcode combination

21. From the search results, select the client you require. Once selected this line will become highlighted.

22. Select the **Add** button, this will transfer your selected client to a Selection 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**.
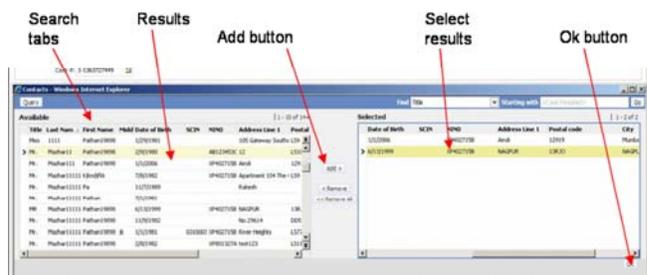


23. When you are confident that you have found the correct contact attach the **Activity** to the selected contact. Select the **OK** button located under the selected Search Box. Once complete this will attach the **Activity** to your selected contact or case.

24. For more information refer to Correspondence (Inbound) - Exceptions.

25. Once the Activity has been assigned to the correct case group the case owning segment will complete the next action on the case and validate the inbound contact. For more information refer to Correspondence (Inbound). This will end your action, **Notes** can be updated within the SR of actions taken.

Correspondence (Inbound)

Correspondence (Inbound) - Unlinked

Correspondence (Inbound) - Exceptions

Correspondence (Inbound) - Scanning

Correspondence - Transfer Between Schemes

What mail will be automatically linked to the appropriate case?

Forms issued by the child maintenance group (CMG) and returned as post are categorised by the third party scanning provider using the barcode attached to the form as reference, then automatically associated with the relevant client, case or organisation within child maintenance system.