

Adobe

The Child Maintenance Group (CMG) use Adobe correspondence management to generate all letters, faxes and emails for cases on the 2012 system.

The system applies four elements to each letter:

- Compulsory text - information that has to be in the letter such as the clients name
- Optional text- can be added by the caseworker issuing the letter
- Prefill text – can be removed by the caseworker issuing the letter
- Conditional text – content relevant to the letter, such as a paragraph explaining shared care, when we are aware the parents are sharing the care of the child/ren.

When a letter is being generated, information is extracted from the 2012 system to populate certain data fields within the letter, such as the child's name and date of birth (DOB).

The Adobe application merges this information with the pre-defined paragraphs for each letter and the system automatically changes the wording of certain letters to cater for differing circumstances.

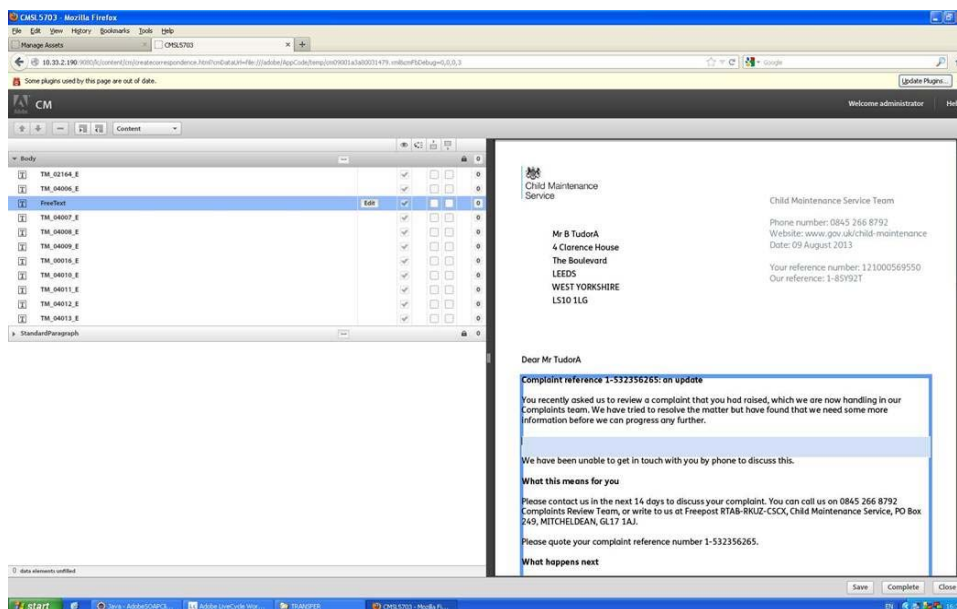
Where the letter is editable, the caseworker is able to select specific paragraphs, and also add their own text via a freetext box to amend the letter as appropriate.

Once the letter has been generated, a PDF is created and stored in the documentum application.


Where a caseworker requests to view a letter, it is retrieved from documentum by 2012 system and presented to the caseworker as view only.

Editing letters in Adobe

1. When an editable letter has generated in CMS2012, highlight the letter and select **Open Generated Letter**. This will launch Adobe.




Compulsory paragraphs


2. If the dropdown is showing as **Data**, select dropdown and select **Content**. Compulsory paragraphs are located in the **Body** window and are immediately visible in the body of the letter. They will have a tick present in the selection column . The tick will be greyed out making the paragraph unavailable for deselecting. Compulsory paragraphs are represented by a paragraph code, for example **TM_09146_E**.

- To preview the content of each compulsory paragraph, highlight it, the text associated to that specific paragraph will be highlighted in the letter preview on the right side of the screen. You can also preview paragraphs by selecting them and hovering over them with the mouse cursor, this will show a preview pane that will display the text associated to that paragraph.

Adding Optional Paragraphs

- Optional paragraphs are also located in the **Body** window. Optional paragraphs are represented by a paragraph code, for example **TM_09149_E**.
- Before adding an optional paragraph to the body of the letter you can preview it by selecting it and hovering over it with the mouse cursor. This will show a preview pane that will display the text associated to that paragraph.
- To add an optional paragraph to the body of the letter select it by ticking the box in the selection column 
- Now the paragraph has been added to the letter you can highlight the paragraph to view it's position in the letter preview on the right side of the screen.

Removing Optional Paragraphs

- If you need to remove an optional paragraph from the letter, untick the box in the selection column 



Freetext paragraphs

- Freetext paragraphs will be represented by the word **FreeText**. To edit a freetext paragraph, select the **Edit** button next to the paragraph in the **Body** window.
- You will be presented with the **Text Editor** window. Add the text to be included in the letter in the **FreeText** box, ensuring you adhere to the DWP Language and Style guide.
You should never change the font settings, they should always be set to **Font = FS Me, Font Size = 11**.
- Once you've completed your freetext entry, check the accuracy (spelling and grammar) and then select **OK**. This will now be added to the content of the letter.

Freetext Variable Paragraphs

- Freetext variable paragraphs are made up of compulsory wording and freetext wording. These paragraphs will have an **Edit** button next to the paragraph code.
- To edit a freetext variable paragraph select the **Edit** button. You will now be presented with the **Text Editor** window. This includes fields for your freetext entries including a description of the content to be entered, for example, Court Name.
- Once you've completed your freetext entry, check the accuracy (spelling and grammar) and then select **OK**. This will now be added to the content of the letter.

Page Breaks And Blank Lines

- Page breaks can be added to the letter if required, to do this select the paragraph you would like to place a page break before or after and select one of the following buttons . The left icon places the page break above the selected paragraph, the right icon places the page break below the selected paragraph.
- Blank lines can also be added within a paragraph, to do this select the paragraph, this will highlight the paragraph in the preview of the letter. Within the highlighted area on the letter select where you would like to add a blank line. Select the blank line button .

Complete the letter

- Once all relevant content is added to the letter, select **Save and Complete**. You will be presented with a **Correspondence Saved** message, select **OK**.
- Now that the letter content is saved you can close Adobe by selecting the red cross located at the top, right side of the screen.
- If the letter is on the [case worker self approval list](#) confirm self approval with your line manager then click self approval, if letter is not on the list send the letter for team leader approval in CMS2012.
- On the homepage access your approval inbox to approve / reject as appropriate

Exceptions

NICMS replaces CMG in Northern Ireland

[Documentum Summary](#)

[Letters \(Outbound\) - Alternative Formats](#)

[Letters \(Outbound\) - Contingency Summary](#)

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

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

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

[Letters \(Outbound\) - Third Parties](#)

[Outbound Contact - Suppress](#)