



[Procedures](#) > [Pages](#) > [Client-Contact](#) > [Correspondence-\(inbound\)-summary](#)

## Correspondence (Inbound) - Summary

This procedure is an overview which summarises the procedures which deal with inbound correspondence, providing you with an explanation of each procedure and an overview of the correspondence process.

### Correspondence (Inbound) - Scanning

This procedure explains the action taken by the scanning provider on receipt of correspondence/items from clients, including automatic association to cases.

### Correspondence (Inbound) - Linking

This procedure explains the actions taken by the unassociated mail handling team to allocate correspondence to a client/case/organisation if it was not able to be associated automatically by the scanning provider.

### Correspondence (Inbound)

This procedure explains the actions that you need to take to deal with inbound correspondence, including validating it has been assigned to the correct case, checking that the type has been correctly allocated and assigning to an existing service request (SR) or creating a new SR if required to progress.

### Correspondence (Inbound) - Unlinked

This procedure explains the actions that need to be taken if it has not been possible to associate inbound correspondence to a case/client/organisation.

### Correspondence (Inbound) - Exceptions

Explains how postal exceptions will be dealt with by the scanning provider and the unassociated mail handling team eg items which cannot be scanned, damaged documents, queries from non-clients etc

### Scanning - Local

This procedure explains how local scanning will work for departments such as enforcement when they are dealing with documents, such as letters to clients, that require a physical signature. It also details the steps necessary to locally scan written contact which has been produced outside of the 2012 system, printed locally and then changed manually and also written items received from face to face contact.

### Correspondence (Inbound) - Request Originals/Rescan

This procedure explains the actions to take when asking for a document to be rescanned, or requesting an original document from storage.

### Correspondence (Inbound) - Receive Originals

Explains the actions you will take when you receive an original document that you have requested, detailing the action needed when the document is received, how to return for secure storage and how to record the movement of the document throughout the Child Maintenance Group (CMG).

### Correspondence - Transfer Between Schemes

This procedure explains the actions you will take when correspondence is received by 2012 scheme and it is required by 1993/2003 scheme or when 1993/2003 scheme receive correspondence required by 2012 scheme.

[Edit this page to modify your web part content.](#)

NICMS to replace child maintenance group (CMG) in Northern Ireland

### Correspondence (Inbound)

### Correspondence (Inbound) - Exceptions

### Correspondence (Inbound) - Unlinked

### Correspondence (Inbound) - Linking

### Correspondence (Inbound) - Receive Originals

### Correspondence (Inbound) - Request Originals/Rescan

### Correspondence (Inbound) - Scanning

### Correspondence - Transfer Between Schemes

### Scanning - Local

### Work Management

How will the caseworker know that a piece of mail has been returned if they have a large work queue?

It will be assigned to an existing service request (SR) or a new SR will be created if required to progress. If the SR is new it will have an \* next to it.

Who manages unassociated items?

The correspondence team have responsibility of moving inbound correspondence to unassociated items. As a result all caseworkers in all teams have access to this view and can search this view should they receive an enquiry from a client/organisation regarding missing items.

Will post be received continuously throughout the day or will it arrive at set times?

For post current expectation is that contractor will receive all post by 0730 and they are contracted to upload images of all post received within agreed timescales (10% of post by 09:00, 60% by 12:00 and 90% by 16:00).