



Employer - Send Literature

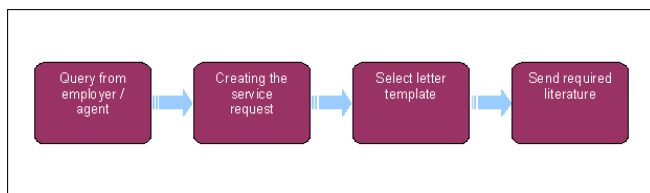
This procedure takes you through the steps to identify and issue literature following contact from an employer or agent. The type of literature issued in this process is general information in the form of leaflets.

This action will be dealt with by an employer account manager or caseworkers who own the casegroup at the time the employer or agent requests the information.

By using the information provided by the employer or agent, the employer account manager/caseworker is guided by the system to identify the literature required to satisfy the request.

The employer account manager/caseworker creates the service request (SR) and completes the options and issues the literature requested by the employer or agent. If the available literature does not address the enquiry made by the caller the caseworker will advise and signpost if required. The case worker then closes the SR.

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



When speaking to clients always use the new terminology - for more information refer to [Terminology Changes](#) in related items.

Query from employer/agent

1. Discuss the query raised by the employer/agent.
2. Answer their query and offer the option of sending the relevant literature covering the topic of the enquiry to the employer/agent.

Create service request

3. Create a new service request (SR) to issue the literature. From the drop down list select:
 - **Process = Employer**
 - **Area = Info Request**
 - **Sub Area = Send Literature**
 - **Status = In Progress**
 - **Sub Status = In Progress**
4. If the employer/agent needs the literature update the **Notify** activity as appropriate. If not, update the activity to **Not Appropriate** and go to **step 7**.

Select letter template

5. Create a **Letter Outbound** activity and select the letter template for CMSL8010 generic cover letter and select the relevant leaflet. For more information refer to [Letters \(Outbound\) Send To Client](#).



The requested leaflet will be included with the generic cover letter.

Send required literature



6. The letter and requested literature is sent out to the employer/agent
7. Update the SR to:
 - **Status = Closed**
 - **Sub Status = Complete**
8. The employer/agent may require further information or services:

- If the caller is the employer, refer to [Employer/Agent Contact](#).
- If the caller is an employer agent, ask the agent to confirm if their query is for same employer, if not select the employer required by the agent
- If no further services are required refer to [Employer Account Manager - Allocate/Change/Remove](#).

CMSL8010 – Please find enclosed the information you asked for

A generic cover letter to be sent with any supporting literature that the employer requests to be sent out in the post.

All fields in this letter are system generated, no manual intervention is required

[Employer Account Manager - Allocate/Change/Remove](#)

[Employer/Agent Contact](#)

[Letters \(Outbound\) Send To Client](#)

[Terminology Changes](#)