



# Civil Enforcement

*course content*

## Correspondence Catalogues and Controls

### ➤ Who will the course benefit?

This training course is for users of the Civil Enforcement system who will be dealing with system related correspondence.

The course is split into two sessions, one covering the creation and amendment of letter 'templates' and the second covering the control of batch letter control.

### ➤ Pre-requisites

Attendees should bring to the course examples of letters they wish to be available within Civil Enforcement.

Attendees should have basic keyboard skills and a working knowledge of Microsoft Word.

### ➤ Course reference

7TCE012

### ➤ Duration

One day.

### ➤ Further information

For additional information on this course or any other training issue please e-mail [training@civica.co.uk](mailto:training@civica.co.uk)

### ➤ Course objectives

**By the end of the course attendees will have an understanding of:**

#### Correspondence Catalogues

- Conventions
- Correspondence master and associated MS Word templates
- Correspondence groups
- External print bureaus
- Correspondence cancellation reasons
- Document not sent reasons
- Local printers
- Correspondence delivery methods
- Appeal correspondence
- Statutory declarations

#### Correspondence Control

- Letter approval
- Library listing
- Batch printing
- Batch maintenance
- Batch rescheduling