



## Operational instructions

Find links on this page to the instructions we have to support the delivery of the different services that DWP delivers and the tools that help us to do so as effectively as possible. Alerts are also found here.

Please also read the [frequently asked questions](#).

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## Popular and topical instructions

A [full list of instructions](#) is also available.

### Disabled customers and carers

[Armed Forces Independence Payment](#) | [Carer's Allowance](#) | [Customer Case Management Adult Medical Guidance](#) | [Customer Case Management Children's Medical Guidance](#) | [Disability Living Allowance / Attendance Allowance](#) | [Personal Independence Payment](#)

### Pensions and later life

[Apollo Local Authority Customer Information System Register](#) | [Bulletins](#) | [Checking guide](#) | [Desk aids](#) | [Futures Group Guidance](#) | [Draft letters](#) | [Information notes](#) | [International Pension Centre guidance](#) | [Problem solvers](#) | [Single Source of Guidance \(Pension Credit and State Pension\)](#) | [Winter Fuel Payment procedures](#) | [Winter Fuel Payment desk aid](#)

### Working and getting into work

[Access to Work](#) | [Benefit Cap](#) | [Bereavement Benefit](#) | [Bulletins](#) | [Cold weather payments](#) | [Customer Management System](#) | [Decision Making and Appeals](#) | [Debt Management guidance](#) | [EHCD Guide notes](#) | [Employment and Support Allowance](#) | [ESF Support for Families](#) | [Flexible Support Fund](#) | [Forms and draft letters](#) | [Get Britain Working](#) | [Hidden Impairment](#) | [Incapacity Benefit \(IS\) Reassessment](#) | [In Work Credit](#) | [Incapacity Benefit](#) | [Income Support](#) | [Jobseeker's Allowance](#) | [JSA Labour Market](#) | [Maternity Allowance](#) | [Migrants' Access to Benefits \(MABs\)](#) | [Pilot area guidance](#) | [Post Office card account](#) | [Short Term Benefit Advances](#) | [Skills guide](#) | [Social Fund](#) | [Tax Credits](#) | [Third party deductions](#) | [Under 18 year olds](#) | [Universal Credit impact on existing guidance](#) | [University term end dates 2014/15](#) | [Vulnerability](#) | [Work Choice](#) | [Work Programme](#)

Can't find what you're looking for? Try the [full list of all DWP Operations instructions](#), the [Customer Service A-Z](#), the [help for working age instructions](#), or search the instructions library using the box below.

  

## Tools and supporting information

### Generic / cross benefit

[Abbreviations](#) | [Advice Line](#) | [Appeals Reform Programme](#) | [Bank Wizard](#) | [Batch 2 Online](#) | [Benefit rates](#) | [Business Controls System](#) | [CAMLite](#) | [Central Payment System \(CPS\)](#) | [Guidance](#) | [Corporate IT user bulletins](#) | [Customer leaflets and forms](#) | [Customer Service Delivery - service availability](#) | [Date calculator](#) | [Diversity and Equality](#) | [Diversity and Equality learning zone](#) | [Digital Imaging Guidance](#) | [Document Repository System](#) | [Flexible Support Fund](#) | [Freedoms and flexibilities](#) | [Guidance for decision makers](#) | [Handover Process and HOTT](#) | [Interpreting services](#) | [IT Application Live Support](#) | [Knowledge Base](#) | [Known IT problems](#) | [Leaving answering machine messages for customers](#) | [Lines to take](#) | [Mail Opening and Scanning](#) | [Managing customers' suicide and self harm declarations](#) | [OLMU](#) | [Overpayments for DWP](#) | [Reducing Avoidable Contact](#) | [Shares Wizard](#) | [Signature Capture Service](#) | [Social Justice](#) | [Troubled families](#) | [Visiting](#) | [Visiting Referral Tool](#) | [Vulnerability](#) | [Welfare Reform](#) | [Welsh language](#) | [Written translations](#)

### Pensions and later life

[Common Update Enquiry Dialogue \(CUED\)](#) | [Pension calculators](#) | [Pension, Disability and Carers Service leaflets](#) | [Risk Management guidance](#)

### Working and getting into work

[Accessing Jobcentre customer services interactive operating model](#) | [Benefit Fraud](#) | [Contracting and funding](#) | [District Provision Tool](#) | [Employer Products](#) | [ESA Legislative Changes 2012](#) | [Get Britain Working for advisers](#) | [Habitual Residence Test](#) | [Help for Jobcentre Plus guidance owners, writers and publishers](#) | [Jobcentre Plus Standard Operating Model](#) | [ODET Operations](#) | [Payment Guide](#) | [Post Office codes](#) | [Youth Contract](#)