

Change Implementation

Implementation Update**Project Name:** Universal Jobmatch**Reference:** IU 028**Date:** 04 December 2012**Business:**

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence
				✓	

Audience: Contact Centre Services

- Employer Direct (NET)
- Jobseekers Direct
- DWP UJ Helpdesk

To: UJ Leads**From:**

Group Change Implementation Manager

Cc:

	Update	For action/information
1	Using Contact Us and User Admin Forms	Information and Action
2	Terms and Conditions (revised)	Information

Personal details redacted as Section 40 (2) of the Freedom of Information Act applies – Personal Information

Update

- 1. Using Contact Us and User Admin Forms** – Please only use the forms that are available on the intranet at the time you log an issue. Do not save the forms to your desktop or local drive and re-use them later. The forms are constantly under review, and changes are being made, to enable them to be processed faster.

To Note: You may not be using the latest version if you do not use the current version from the intranet

- 2. Terms and Conditions (revised)** – To confirm the attached T&Cs product issued on 30.11.12 is correct. The paragraphs at 10.7 for companies/recruiters and at 9.5.8 for jobseekers were quoted incorrectly.

The paragraph amended is 2.7. A revised copy is attached.

If you have any queries about this communication, please contact your

Contact Us	OPD Change Team		
	Team Project Lead	Enter 1st Lead Name	Enter 2nd Lead name
	Telephone		