

Update a Communication

Important Information

- Types of updates to communication records include changing the speed key or letter code if the wrong code was assigned, adding or removing enclosure codes, adding a signer ID, etc.
- Once you have entered and saved a communication, it cannot be deleted. However, you can modify the communication. Some offices have created a speed key to use when a communication is entered for the wrong person (e.g., the Office of Undergraduate Admissions uses the Speed Key **UGAZZZSP** with the description of **Letter Entered in Error** for this purpose). If you need a code for this purpose, contact your 3C Coordinator.
- If the communication was completed via the Letter Generation process, and you want to re-run it, you can turn off the **Communication Completed** checkbox on the **Person Communication** page in order for it to be included in a subsequent Letter Generation data extract.
- In addition to Communication Management, you can also update a communication from the **Communication Summary** page (*Menu > Campus Community > Communications > Person Communications > Communications Summary*). To update a communication from the **Communication Summary** page, click **Edit** next to the communication to be updated. The **Person Communication** page displays in a new window.

Navigation

Menu > Campus Community > Person Communications > Communication Management

Find an Existing Value Page

UNIVERSITY OF MICHIGAN
M-Pathways - HEWORK1 - Home | Worklist | Add to Favorites | My LNC | Sign out

Communication Management
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

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ID: [begins with] [] [Q]
 Sequence Number: [=] [] []
 Communication Date: [=] [] [] [BT]
 Academic Institution: [begins with] [] [Q]
 Administrative Function: [begins with] [] [Q]
 Communication Category: [begins with] [] [Q]
 Communication Context: [begins with] [] [Q]
 National ID: [begins with] [] []
 Campus ID: [begins with] [] []
 Last Name: [begins with] [] []
 First Name: [begins with] [] []

2 [Search] [Clear] [Basic Search] [Save Search Criteria]

Find an Existing Value | Add a New Value

1. Type the individual's EmplID in the ID field.
2. Click **Search**.

Notes:

- If the EmplID is unknown, enter the appropriate data in **Campus ID**, **National ID**, **Last Name**, or **First Name** fields. Click **Search**.
- If more than one row displays, click the individual and specific communication you want to update from the list box.

Person Communication Page

Person Communication | Communication Recipient Data

Seth Pstrain ID: 44556677

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Communication Assignment

Assign DateTime: 12/16/2007 2:12:12PM

*Function: ADMP Admissions Program **Variable Data**

*Institution: University of Michigan

Comm Key:

*Category: SPHARC SPH-Acknow Receipt of Mat

*Context: SPHAKC General Ack. Complete

*Method: L Letter

*Direction: Outgoing Communication

Letter Code: BQA General Ack. Complete Include Enclosures Enclosures

Communication Process Details Checklist Association

Communication Date: 12/16/2007 Begin Time: End Time: Sequence:

Comments: Print Comment Item Sequence:

Communication ID: 12345678 Pstrain, Andrea

Signer ID:

Department:

Create Joint Communications

Communication Outcome

Communication Generation Date: 12/17/2007

Communication Completed Date Activity Completed: 12/17/2007

Unsuccessful Outcome Reason:

Language Used: English

Method Used: Letter

Process Used: LetterGen

Process Instance: 23804

Save Return to Search Previous in List Next in List Notify Add Update/Display

Person Communication | Communication Recipient Data

3. Confirm the individual's name and ID.
4. Update the necessary information in the following fields:

Function

Comm Key

Category

Context

Method

Direction

Letter Code

Note: If you change the value in one of the above fields, the values in other fields may be cleared. For example, if you change the **Category**, you may need to re-enter the values in the **Context**, **Method**, and **Direction** fields.

Person Communication Page (continued)

Person Communication | Communication Recipient Data

Seth Pstrain ID: 44556677

Communication Assignment

Assign DateTime: 12/16/2007 2:12:12PM

*Function: ADMP Admissions Program **5 Variable Data**

*Institution: University of Michigan

Comm Key:

*Category: SPHARC SPH-Acknow Receipt of Mat

*Context: SPHAKC General Ack. Complete

*Method: L Letter

*Direction: Outgoing Communication

Letter Code: BQA General Ack. Complete Include Enclosures Enclosures

Communication Process Details Checklist Association

Communication Date: 12/16/2007 Begin Time: End Time: Sequence:

Comments: Print Comment Item Sequence:

Communication ID: 12345678 Pstrain, Andrea

Signer ID:

Department:

Create Joint Communications

Communication Outcome

Communication Generation Date: 12/17/2007

Communication Completed Date Activity Completed: 12/17/2007

Unsuccessful Outcome Reason:

Language Used: English

Method Used: Letter

Process Used: LetterGen

Process Instance: 23804

Save Return to Search Previous in List Next in List Notify Add Update/Display

Person Communication | Communication Recipient Data

5. Click **Variable Data** to update the variable data fields.

Note: If you changed data in the **Function** field in step 4, you **MUST** re-enter the variable data.

Variable Data Page

Note: Variable Data fields differ based on the **Function** selected. For example, a **Function** of **ADMP** requires Academic Career, Student Career Nbr, Application Nbr, and Application Program Number; and a **Function** of **PROS** requires Academic Career only.

6. Type or select a value from the **Lookup** list in the field(s) that display.
7. Click **OK**.

Person Communication Page

8. If you want to add enclosures, and none previously existed, turn on the **Include Enclosures** checkbox.
9. If you want to add or modify enclosures, click **Enclosures**. Otherwise, go to step 14.

Note: **Enclosures** is not active until you turn on the **Include Enclosures** checkbox.

Communication Enclosure Page

10. Type the enclosure code or select a value from the **Lookup** list in the **Enclosure Code** field.

Note: Most Enclosure Codes start with the letter 'x.' Type an 'x' in the **Enclosure Code** field and click **Lookup** to search for codes that begin with 'x.'

11. If applicable, type an enclosure comment in the **Comment** field.

Note: The enclosure **Comment** field is included in the letter generation data extract.

12. To add another enclosure, click **Add Row** and repeat steps 10-11.

13. Click **OK**.

Person Communication Page (continued)

14. Update or verify the information in the following fields, as necessary:

Communication Date (can be set to a future date)

Comments (communication)

Communication ID

Signer ID

Department

15. If you entered a comment in the **Comments** field and want to include it in the communication, turn on the **Print Comment** checkbox.

16. To re-run a communication that was previously completed via the Letter Generation process, turn off the **Communication Completed** checkbox.

17. Click **Save**.

18. Click the **Communication Recipient Data** tab.

Communication Recipient Data Page

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The screenshot shows a web application interface for 'Communication Recipient Data'. At the top, there are two tabs: 'Person Communication' and 'Communication Recipient Data'. The main content area displays the following information:

- Name:** Seth Pstrain
- ID:** 44566677
- DateTime:** 12/16/2007 2:12:12PM
- Letter Code:** BOA
- Function:** Admissions Program
- Institution:** University of Michigan
- Category:** SPH-Acknow Receipt of Mat
- Context:** General Ack. Complete

Below this information is a section titled 'Recipient Data' with a search bar and navigation controls. The data fields are:

- Country:**
- Address:**
- Relate Nbr:**
- Related ID:**
- Name:**
- Email Address:**

At the bottom of the form, there are several buttons: 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', 'Add', and 'Update/Display'. A breadcrumb trail at the very bottom reads 'Person Communication | Communication Recipient Data'.

19. Review the data about the recipient in the **Communication Recipient Data** section, if available.

Note: Data is displayed on the **Communication Recipient Data** page if the individual has data set up on the **Communications Recipient** page in the **Relationship** component for the specific letter code.