

UC Customer Journey – Pictorial Representation

Customer Touch Points

I get information or advice about how to claim Universal Credit (UC)

I make my claim on-line. If I need help, I can telephone the Universal Credit helpline for assistance

I receive a telephone call inviting me to attend an interview in the Jobcentre

I receive a text message to remind me about my interview at the Jobcentre

I attend my interview in the Jobcentre and take any evidence that has been requested. I sign my printed claim and complete the Claimant Commitment (CC)

I send any additional missing evidence to the Mail Opening Unit (MOU)

I receive my UC decision letter which includes my payment schedule if appropriate. I am also advised about my on-going responsibilities as agreed in my CC

I am asked to attend the Jobcentre

I attend the Jobcentre and engage in work related activity

I notify the UC Service Centre if there is a change in my circumstances

I receive a notification to advise me that my Universal credit entitlement has changed or ceased

Business Process

Online/ UC Helpline



Claims to Universal Credit (UC) are made on-line. If a claimant requires assistance, the Universal Credit Helpline is available. In exceptional circumstances, claims can be made by telephone or face to face

UC Service Centre



On receipt of the online UC claim, the Service Centre (SC) contact the Claimant by telephone to arrange an interview at the Jobcentre. An SMS text message is issued to remind the claimant about their appointment

Jobcentre



The Jobcentre print the UC claim and obtain a signature from the claimant. Any additional information is gathered and the Claimant Commitment (CC) is completed. The UC Portal is updated and the claim documents and any supporting evidence are sent to the Mail Opening Unit (MOU)

UC Service Centre



The MOU scan the claim on to the Data Repository System (DRS). Any evidence or correspondence sent in separately by the Claimant creates a CAMLite task for the agent in the SC. On receipt of the task, the agent updates the UC Portal. Once all evidence has been verified, this triggers the processing of the UC claim

Jobcentre



The Claimant is invited to attend the Jobcentre to undertake specific work related activity as agreed in the CC. There is on-going interaction at the JC

UC Service Centre Claims Closure



If the claimant has a change of circumstance it is reported to the Service Centre. The claimant is notified regarding any change to the award of Universal Credit