



***Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance***


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**Online Guide Transmittal 2021-90
November 24, 2021**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Program: Prepaid Return Envelope

Overview

To support remote work a Request for Return Envelopes option is being added to the Letter Request tab in BEACON. This option, scheduled to be available beginning December 7, 2021, will allow staff to send pre-paid return envelopes to clients. The Letter Request functionality has existed in BEACON for some time, to generate forms and notices that do not require a Verification Checklist (VC-1). A new Online Guide page has been created to provide instruction on how to generate an item using the Letter Request function. The Request for Return Envelope has been added as a new Letter Request option.

The prepaid envelope will be sent with a Request for Return Envelope Notice. This notice will inform clients that they have requested a prepaid return envelope and will advise of other ways to submit their document(s).

Requests for Return Envelopes are limited to three per day per client. If staff attempt to generate more than three return envelopes per client BEACON will display the pop-up message: "Request for Return Envelope can only be requested three times for a client per day."

Purpose

The purpose of this Online Guide Transmittal is to advise staff of:

- New BEACON functionality to send pre-paid return envelopes to clients; and
 - A new Online Guide page explaining the letter request function in BEACON.
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**New Online
Guide Pages**

Topic:	Notices/Forms
Book:	Cross Program
Page:	Letter Request

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to DTA.ProceduralIssues.

Systems issues should be directed to the Systems Support Help Desk.
