Sending Communication Letters

Before beginning to send communication letters you must first turn off your pop-up blocker. In order to do this, from an open browser window, go to:

**Tools ➔ Pop-Up Blocker ➔ Turn Off Pop-Up Blocker**

If you are using IE 7.0 you must close out any open search browsers (i.e. Google, Yahoo, etc.)

*Important Note*
All letter and email templates must be manipulated and edited before they are ready to send. This means deleting items/sentences that do not pertain to the particular candidate who will be receiving the letter as well as pulling sentences together (via your backspace button) after you have made the appropriate selections for that letter.

Please pay careful attention to the instructions about how to edit your letters after you have created them.

After you have turned off your pop-up blocker and are logged into STARS, open your req folder to view your candidates:

1. Select the candidates you are not interested in that you wish to send a turn down letter to.

2. Click on “Send Communication” from your actions toolbar.

3. From the “Letter template” drop down list choose the type of turn down letter you wish to send. If the requisition posted was a M&P position, you may use the “E-mail template” instead.

   a. Types:
      i. 142_TurnDownLetter_All Others (MP, CTExl)
         1. Used for mailing turn down letters to candidates who applied to an M&P position or to a C&T Excluded position
      ii. 141_Turn Down Letter-CT Openings – L34 Members
         1. Used for mailing turn down letters to C&T applicants who applied to C&T positions
4. Click “Go”

5. Click “Continue” at the bottom of the next page

6. Select “Generate Letter Now.” **Important:** before you click “OK” you must hold down the **control key** until the word document pops up.

7. The word document that opens will contain the letters for all the candidates you selected. (If you selected 2 candidates, as shown in this example, 2 letters will appear so the word document will be 2 pages long).

8. A reference number will appear at the bottom of the letter as a footer; **do no delete this reference number.**
9. **Important:** The letters are **NOT** ready to print and send. You must first review the letter to ensure that all of the correct information pulled in. Then, you must make the selections listed below, delete the items/sentences you do not need, and pull the sentences together accordingly.

10. **Save** the letters as Word documents first so that you will have the full Word toolbar to make edits with.

11. If you are using the “Turn Down Letter All Others (MP, CTExcl) 142” letter template you will need to complete the following steps:

   - **March 5, 2008**
   - Select the individual’s title
   - Select the department format you wish to use
   - Select whether you reviewed the individual's application or spoke with them

   [Template content with annotations]

12. If you are using the “Turn Down Letter CT Openings-L34 Members 141” letter template:
   a. You will **NOT** need to do step #3 above
   b. You **WILL** need to do step #4 below
IMPORTANT: If you insert information during step #4, remember that these letters become part of the candidate’s permanent record and any comments that you add should be in line with University policy and state/federal laws. If you are unsure about a comment you’d like to make, you must contact your HR Generalist or recruiter for assistance.

13. After you have completed the required edits for each letter they can be saved in Microsoft Word and printed for use. Remember to cc a copy of the final turn down letter to the Staffing Office.

Sending an e-mail template:
An email template is an alternative option that can be used to send turn down letters via email to candidates who applied to M&P or C&T excluded positions only. (This email option should not be used to send turn down letters to C&T applicants who applied to C&T positions.)

*Note: A copy of the sent e-mail will be saved in the candidate’s permanent STARS talent record.

To send an email template:
1. Select the candidates you wish to send a turn down email to in the same manner that you would to send a letter template (reference step 1 above).

2. Select “Send Communication” from your actions toolbar.

3. Make sure the “Turn Down Letter All Others (MP, CTEcl) 142” email template is selected then click “Go”.

4. From the main screen, the email template will show up as “code” where items will be automatically pulled into the letter.
   a. Example: In the picture below, [#Contact-info:LastName#] is “code” for the candidate’s last name to be pulled in from his/her profile. You do not need to edit this code.
5. Before making any edits to the email, scroll all the way to the bottom of the page and select “Preview” to see what your email will look like.

6. Your email preview will look something like this:

Dear [Mr./Ms./Dr. ]

Thank you for your interest in position of [Business Systems Analyst 2, 1360BR], in the

(A) Department of Tech and Decision Support, School of Medicine.
(B) Department of Tech and Decision Support, School of Nursing.
(C) Department of Tech and Decision Support, School of Nursing.
(D) Department of Tech and Decision Support, University Library System.

It was a pleasure to

• review your application

OR

• speak with you

and I appreciate your patience during our search. At this time, we have decided to offer the position to another candidate. (Optional information can be inserted here as to the significant differences that the chosen candidate has demonstrated.) Again, I thank you for the opportunity to

• review your application

OR

• speak with you

and wish you the best of luck in your job search.

Sincerely,
7. You will need to make selections for numbers 1-4 (shown above), insert spaces in the places shown above (by pressing your enter key twice) and pull your sentences together after you have made these selections by using your backspace key. These edits need to be performed from the main email template screen as shown below.

8. Close the preview and make your edits in the actual body of the email.

9. **Note:** If your candidate’s name auto-populates in all capital letters, you will need to manually edit the name so that it is only initial cap.

10. After you have made your edits, scroll to the bottom of the page and click on “Preview” again. Your email should now look something like this:
11. If your email template does not look the way that you want it to look, keep closing the preview and making the edits until it does.

12. Please **do not** upload any attachments or use the “select a gateway” feature shown on the right hand side of the main screen.

13. When you have finished making all of your edits, click “Send” at the bottom of the page instead of “Preview” and you will receive a confirmation that your email has been sent to the following candidate, click “Ok”.