

## 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.)

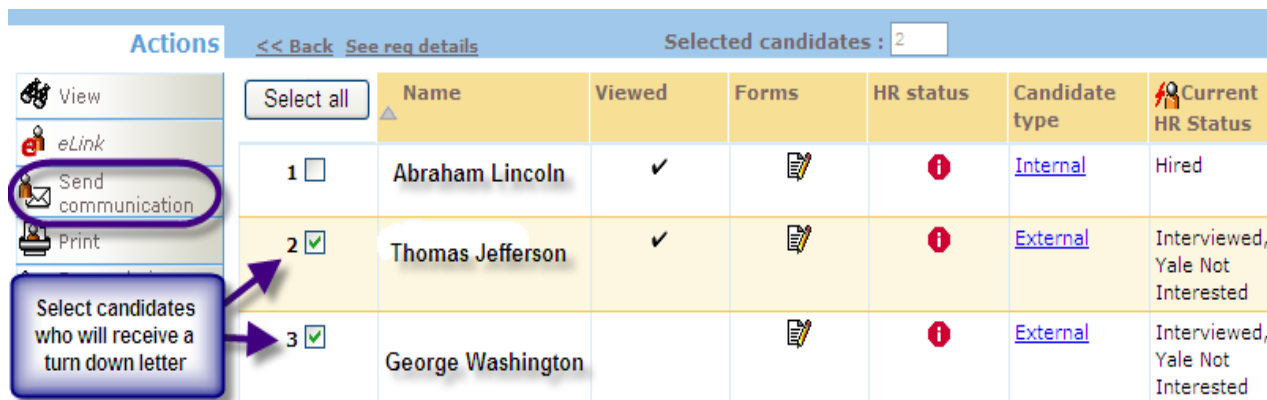
### \*Important Note

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.



| Actions                             |            | << Back           | See req details | Selected candidates : 2 |           |                          |                                  |
|-------------------------------------|------------|-------------------|-----------------|-------------------------|-----------|--------------------------|----------------------------------|
| View                                | Select all | Name              | Viewed          | Forms                   | HR status | Candidate type           | Current HR Status                |
| <input type="checkbox"/>            | 1          | Abraham Lincoln   | ✓               |                         |           | <a href="#">Internal</a> | Hired                            |
| <input checked="" type="checkbox"/> | 2          | Thomas Jefferson  | ✓               |                         |           | <a href="#">External</a> | Interviewed, Yale Not Interested |
| <input checked="" type="checkbox"/> | 3          | George Washington |                 |                         |           | <a href="#">External</a> | Interviewed, Yale Not Interested |

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

### Send communication

E-mail template: Candidate Resume to View  [Selection details](#)

Letter template: 142\_TurnDownLetter\_All Others (MP,CTExcl,External)  [Selection details](#)

Click Go!

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

George Washington  View overview 03-Jul-2007 14:24

|                                  |  |                   |
|----------------------------------|--|-------------------|
| <input checked="" type="radio"/> | Disposition Form-287BR:Clinical Technologist 1               | 29-Feb-2008 15:21 |
| <input checked="" type="radio"/> | Candidate Profile Supplemental-287BR:Clinical Technologist 1 | 30-Jan-2008 14:57 |
| <input checked="" type="radio"/> | New Hire Form  |                   |
| <input checked="" type="radio"/> | Yale University Supplemental A                               |                   |
| <input checked="" type="radio"/> | Requisition-287BR:Clinical Technologist 1                    | 28-Jan-2008 11:25 |

Click Continue

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

Generate letter now  Save for batch processing

Hold down the Control Key before you click OK!

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

**1.** Select the individual's title

(Mr./Ms./Dr.) #Contact-Info:FirstName# #Contact-Info:LastName#  
 #Contact-Info:Address#  
 #Contact-Info:City#, #Contact-Info:State# #Contact-Info:Zip#

Dear (Mr./Ms./Dr.) #Contact-Info:LastName#:

Thank you for your interest in the position of #Requisition:Unit#  
 #Requisition:STARS-Reg-ID# in the

**2.** Select the department format you wish to use

(A) Department of #Requisition:Department#.  
 (B) Department of #Requisition:Department#, School of Medicine.  
 (C) Department of #Requisition:Department#, School of Nursing.  
 (D) Department of #Requisition:Department#, University Library System.

It was a pleasure to

**3.** Select whether you reviewed the individual's application or spoke with them

- 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).*

**4.** You may enter additional information regarding the selection of another candidate if you choose.

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,

#Requisition:Supervisor#

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

I have completed my review and have decided to offer the position to another candidate whom I feel most closely meets the skills and qualifications for the job.

**4.** Enter the reason why the candidate was not selected

You were not selected because (SUPERVISOR TO ENTER THE REASON WHY THE CANDIDATE WAS NOT SELECTED).

Again, I appreciate your interest in the position and wish you good luck in your job search.

**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.

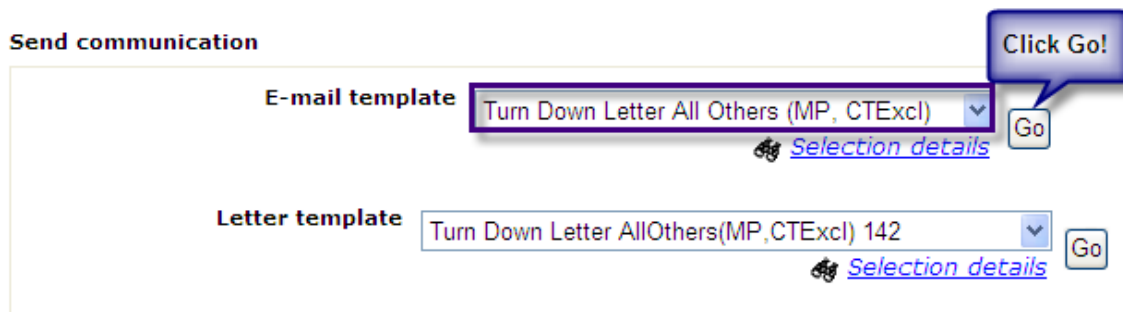
**Sending an e-mail template:**

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.)

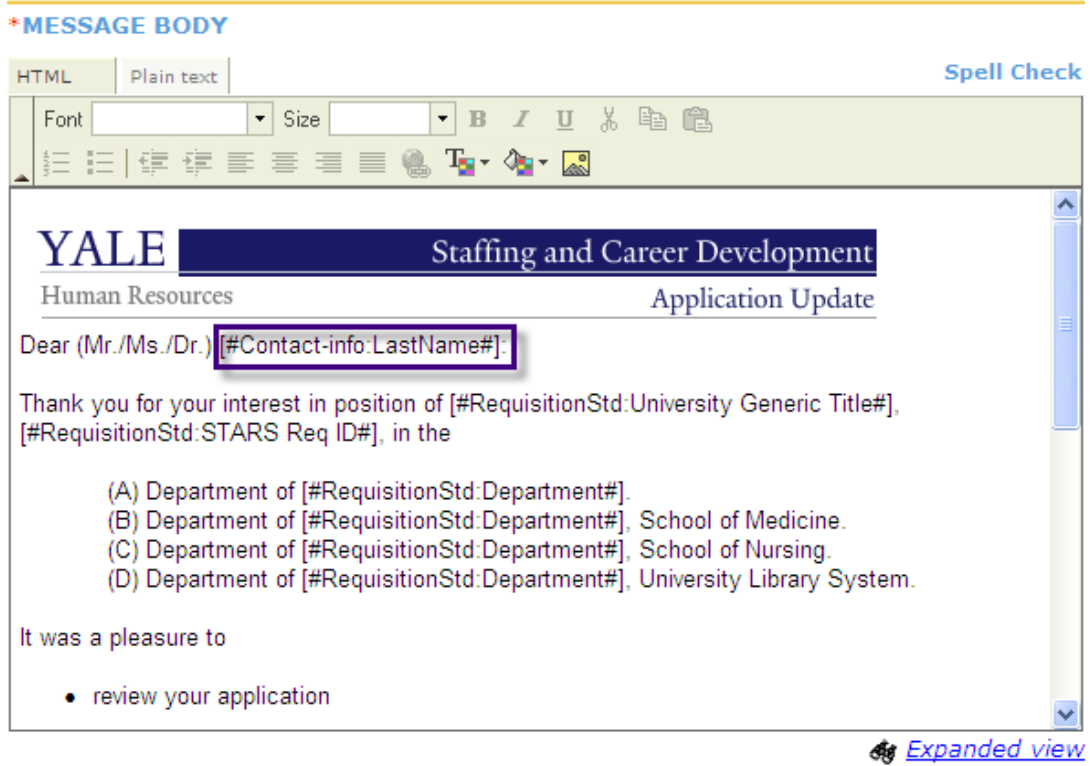
**\*Note: A copy of the sent e-mail will be saved in the candidate's permanent STARS talent record.**

To send an email template:

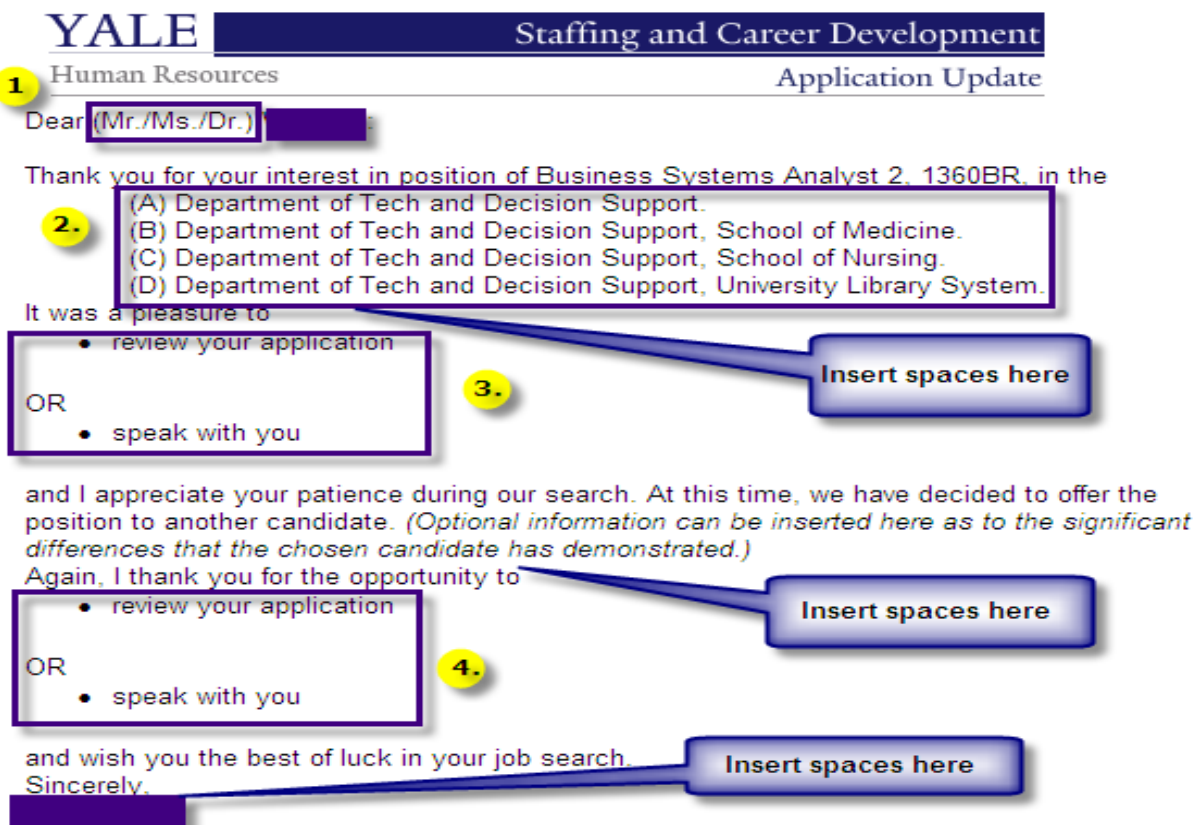
1. Select the candidates you wish to send a turn down email to in the same manner that you would to send a letter template (reference step 1 above).
2. Select "Send Communication" from your actions toolbar.
3. Make sure the "Turn Down Letter All Others (MP, CTEycl) 142" email template is selected then click "Go".



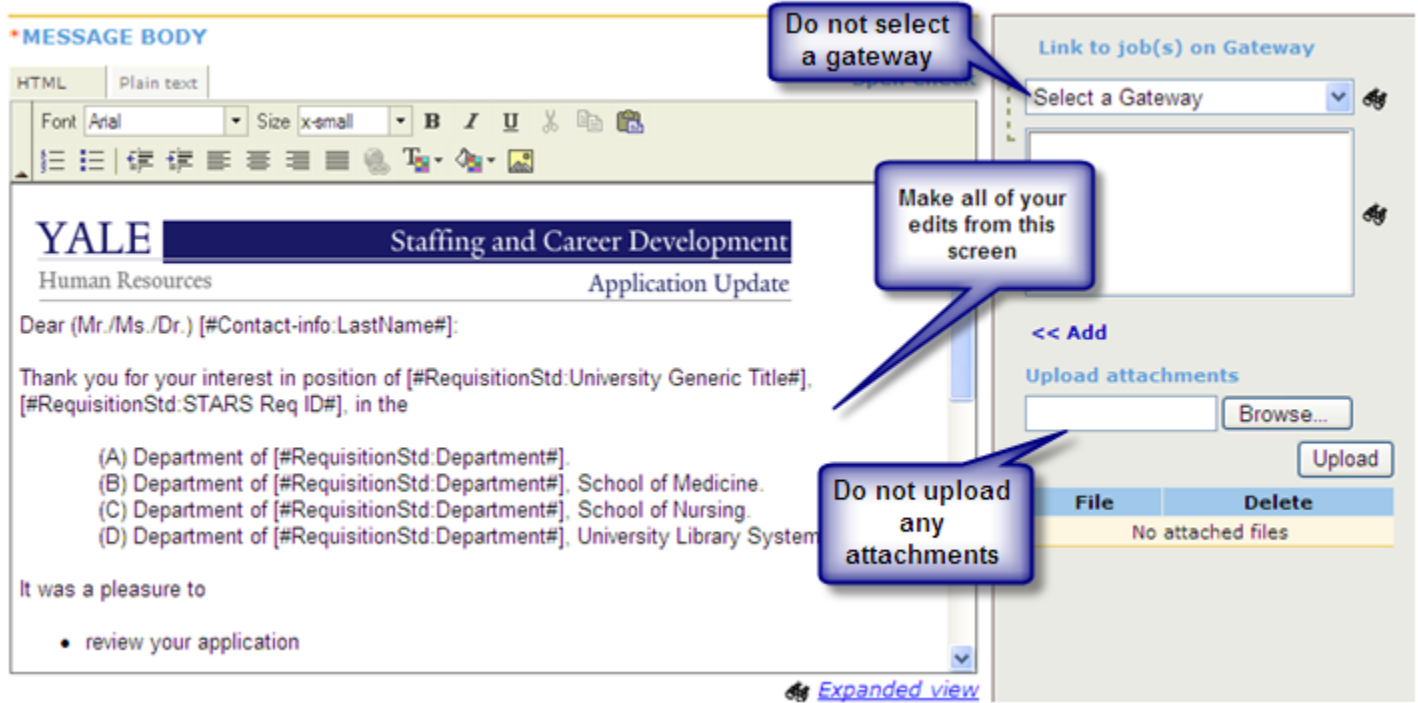
4. From the main screen, the email template will show up as "code" where items will be automatically pulled into the letter.
  - a. Example: In the picture below, [#Contact-info:LastName#] is "code" for the candidate's last name to be pulled in from his/her profile. **You do not need to edit this code.**



- 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.
- Your email preview will look something like this:



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



- 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.
- 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”.