

Sending Regret Letters

(In Screening or Assessment Step)

Taleo Version 20B

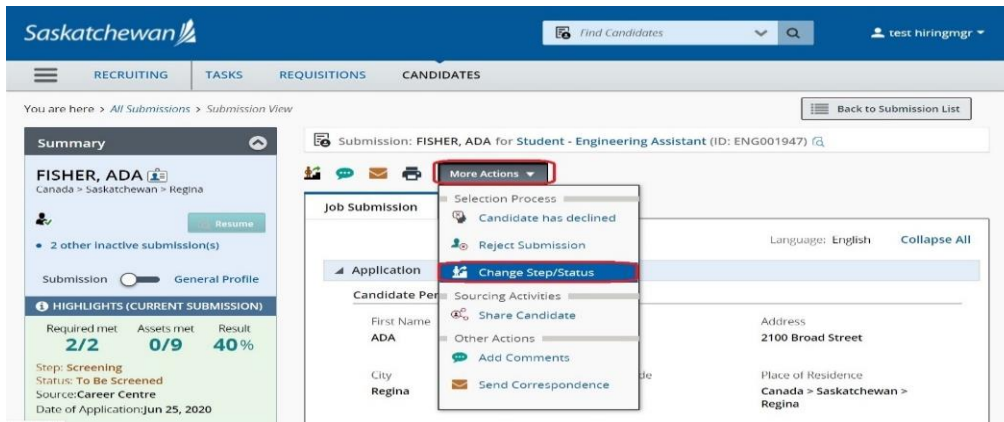
Last revised: August 2020
Last reviewed: August 2020
Next review: August 2021



Table of Contents

Sending a Regret Letter to One Person at a Time	1
Sending a Regret Letter to Multiple People at the Same Time	5

Sending a Regret Letter to One Person at a Time



The process described in this document can be followed if the candidate has been Screened Out (not typically done), or if they were deemed Unsuccessful in an Assessment.

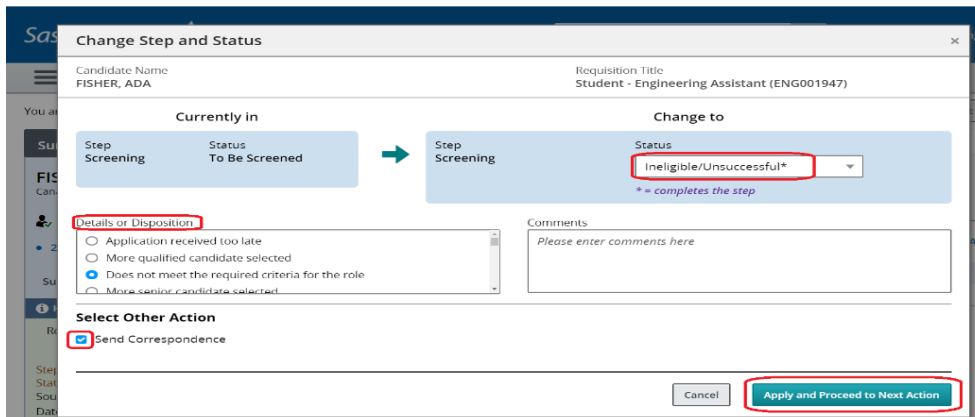
See **Taskroom** for more [information](#).

Note:

Once correspondence is sent to a candidate, or moved through a step/status, their name remains checked(ticked/highlighted) on the candidate screen. This means that the selected candidate(s) have to be manually un-selected(un-checked) after the action.

If the candidate's Step/Status has already been marked Ineligible/Unsuccessful, then while viewing the candidate's application, in the More Actions drop-down box, select Send Correspondence.

If the candidate's Step/Status has not been marked Ineligible/Unsuccessful yet, then while viewing the candidate's application, in the **More Actions** drop-down box, select **Change Step/Status**.



Under **Change to** section by the right, select **Ineligible/Unsuccessful**.

Check the box beside **Send Correspondence** by bottom left.

Select the reason under **Details or Disposition**.

Click **Apply and Proceed to Next Action** button.

Send Correspondence

Candidate Name	Current Step	Current Status	Requisition Title
FISHER, ADA (3036792)	Screening	Ineligible/Unsuccessful*	Student - Engineering Assistant

Send message by:

Email

Printed Letter

Write a message

Ensure the **“Email”** option is selected, and **“From Template”** button is selected. Then, click on **Next** button.

Send Correspondence - Select Template

Hide Template List

Showing: Organization, Location, Job Category

Additional filters: Confidential, Read-only attachment

Intended for: All candidates

Keyword:

Additional Vacation Leave Request - Out-of-Scope Only

This email serves to request approval for additional annual vacation leave (or equivalent vacation pay for non-permanent appointment) for an out-of-scope staffing competition, as described below, in accordance with the section in *The Public Service Regulations* dealing with "additional vacation leave".

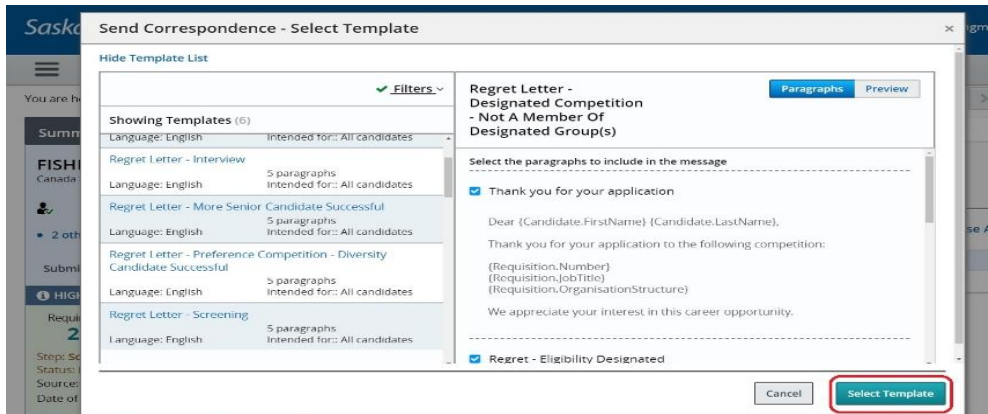
The request is for approval of a total of (ENTER_TOTAL_NUMBER_OF_WEEKS_ANNUAL_VACATION_LEAVE_REQUESTED_MAXIMUM_6) weeks of vacation leave (or equivalent vacation pay for non-permanent appointment).

I acknowledge this request may take 3 days to process: (TYPE_YES_TO_ACKNOWLEDGE_THIS_REQUEST_MAY_TAKE_3_DAYS_TO_PROCESS)

COMPETITION DETAILS

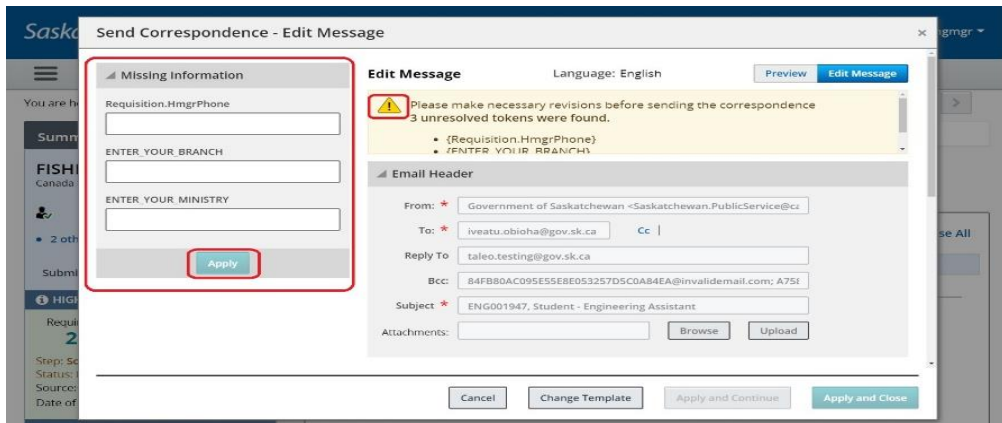
In the **“Select Template”** screen, click on **Filters**, and **“regret”** in the **Keyword** text field found in the filters window.


Click **Apply Filters** button.



Ensure you select the correct one, based on the reason the person is unsuccessful.

Click **Select Template** button.



Read the warning  message for more information.

Fill in the missing information by the left side panel.

When completed, click on **Apply** button.

In this screen, fields which populate from the candidate's application or from the competition will NOT be auto-filled.

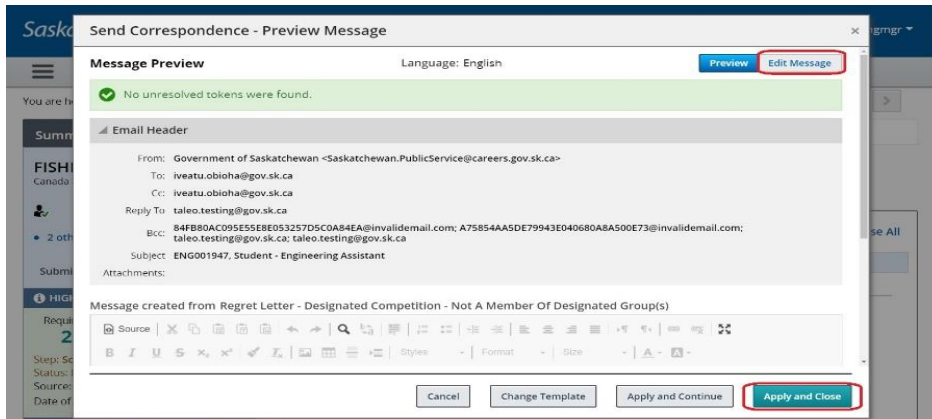
Scroll through the correspondence to ensure the content is accurate, and to correct the errors. Errors will be highlighted in yellow.

If you wish to change the "From" email address, replace the content in that field with the desired email address.

If you are making changes to the "To", "CC" or "BCC" lines, use a semi-colon between email addresses. Ensure the line does not end in a semi-colon.

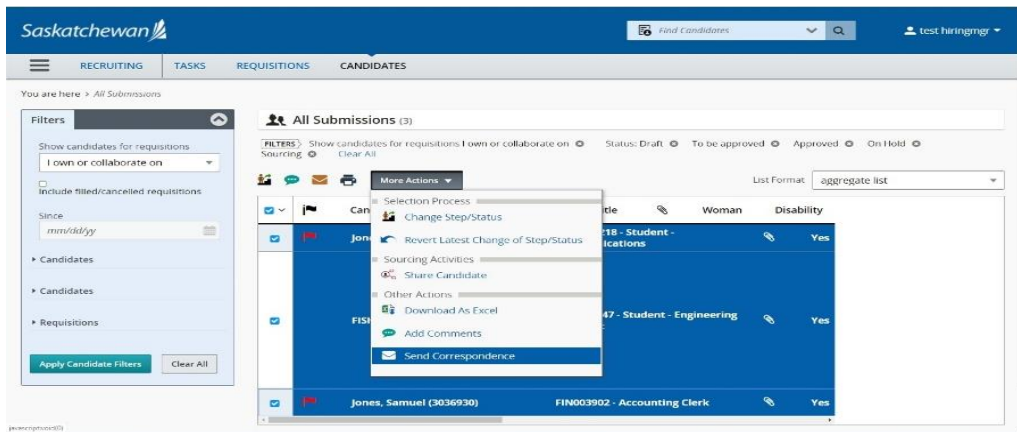
If you wish to edit, click **Edit Message** button. If not, click **Apply and Close** button.

NOTE: The "Apply and Close" button does not save the correspondence as draft so that you can come back later to finish it. It simply saves the edits you just did. You must complete the entire correspondence in one sitting or you will lose all information you have input.



This is a success notification screen.

Sending a Regret Letter to Multiple People at the Same Time



Note:

Once correspondence is sent to a candidate, or moved through a step/status, their name remains checked(ticked/highlighted) on the candidate screen. This means that the selected candidate(s) have to be manually un-selected(un-checked) after the action.

If you wish to send the same regret letter to more than one candidate at a time, the candidates must first all be in the same Step/Status.

Place a checkmark to the left of each recipient's name. Then follow the instructions beginning on page 1.