

## **Title VI – Information Services**

### **Section 200 - Duplicating/Printing**

Latest Update: December 2023

#### **A. PURPOSE**

The purpose of this policy is to describe services provided by the Duplicating Division of Information Services and outline the proper procedure.

#### **B. GENERAL INFORMATION**

1. The Duplicating Division of Information Services was established to provide printing and duplicating services to all County Departments and agencies. Services provided include offset printing, rapid copy, collating, and bindery, such as drilling, cutting, padding, stapling, and folding.

2. The Duplicating Division provides mail services to County departments. This service includes metering U.S. mail for pickup by the U.S. Postal Service, providing a centralized location for interdepartmental mail drop-off and pick-up, and sorting interdepartmental mail for pickup by departments or agencies, as better described in Section 220 Mail Preparation Procedures.

#### **C. POLICY TO REQUEST PRINTING/DUPLICATING SERVICE**

1. Printing/Duplicating services are to be requested on Internal Requisition-Receipt, Form DUP-02.

2. All requisitions must be signed by an authorized person in consultation with fiscal staff.

#### **D. PROCEDURE TO REQUEST PRINTING/DUPLICATING SERVICES**

1. **GENERAL INFORMATION:** This form is to be completed for each order. Do not combine requests. Shaded sections are to be filled out by Duplicating Division staff. To inquire about the status of any job, please be prepared to reference the Control Number in the upper right-hand corner of the form; this is your identification number.

2. FORM DUP-02 is divided into five sections as follows:

a) **ORIGINATOR:** The ordering department's information is to be filled out as required. Use the "Description" space to give the complete title of the form if there is no current form number.

b) JOB: Check the appropriate boxes for "New Form" or "Revised Form". Use this to indicate the total number of pages submitted, the total number of copies per page, and whether the form is to be printed on one or two sides. "Turn" indicates that form is printed back-to-back (book style); "Tomble" indicates that form is printed back-to-back and "flipped" so that the top of one side is the bottom of the reverse side.

c) PAPER: Check the appropriate box according to the type and color of paper needed.

d) ENVELOPES: Check the appropriate box to indicate the size of envelope required and the number of boxes required.

e) BINDERY: All carbonless (NCR) paper will be padded into individual sets unless otherwise noted under "Special Instructions". Folding is specified by reference to the sample sent with the job or by "half", "thirds", etc. Indicating the desired finished dimension in inches shall specify cutting.

3. DEADLINES: Use the "Special Instructions" section to indicate a deadline, if any. Indicate both the "Date" and "Time of day" the completed order is required. The ordering department will be notified of any deadline that cannot be met. Orders without a date and time deadline indicated will be prioritized by date received.

4. DISTRIBUTION: After completion of the work order, the distribution of the form is as follows:

Pink: Returned to the ordering department with a completed order.

Yellow: Returned to the ordering department with monthly billing.

White: Retained by Information Services, Administration.

Goldenrod: Retained by the ordering department when submitting an order.

## E. PROCEDURE FOR CONTROL OF OUTSIDE DUPLICATING SERVICES

1. GENERAL PROVISIONS: To provide a means of indicating that Duplicating Services staff have reviewed requests and have concluded that outside service is needed and justified, and to provide detailed information on requests to help ensure that the needs are properly communicated to the service provider. Documentation of the nature of work sent to outside vendors will also provide the Duplicating Division with the means for periodic analysis of the types of work being sent to outside vendors.

### 2. ASSIGNMENT OF REQUESTS FOR PRINTING.

a. Fill out a work request for services to the Duplicating Division,

OR:

Questions regarding the appropriateness of the Duplicating Division performing the desired services can be directed to staff at 454-2005.

b. If the Duplicating Division is unable to provide the desired service, the ordering department must request approval of outside printing services from the Duplicating or Administration staff of the Information Services Department before proceeding with the approval request from the Purchasing Division of the General Services Department.

c. The ordering department is responsible for taking orders from outside vendors and making all arrangements for pickup, delivery, and job specifications.

d. Special arrangements will be made for telephone approval for jobs, which must be provided by outside vendors on an ongoing basis to prevent repetition of paperwork for ordering departments.