

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT FORMS CONTROL AND PUBLISHING SERVICES' DOCUMENT PRINTING PROCEDURES	Number 85.20	Issue 4	Page 1 of 16
	Effective Date November 15, 2003		

1. PURPOSE

1.1 To establish procedures for the efficient processing, electronic formatting, and printing of new and revised forms and other City documents and the processing of discontinued City forms.

2. SCOPE

2.1 Extent of coverage: This regulation applies to all recorded information procedures subject to the authority of the City Manager, the City Clerk, and other non-managerial departments, pursuant to Ordinance #0-15761 of June 14, 1982.

2.2 Subject of coverage: This regulation covers the creation, revision, electronic formatting, and termination of all forms and other documents generated by the City except as otherwise provided by law.

2.3 This regulation includes electronic data entry "documents" that capture information required for record-keeping purposes and are distributed through electronic channels such as the Web (html, Portable Document Format (PDF) printable and interactive), Interactive Voice Response (IVR) Exchange)(Ex: Just Call System), Email/routing and Personal Data Assistant (PDA).

2.4 This regulation excludes online data entry screens that capture data to database fields such as Java Web applications.

(Supersedes Administrative Regulation 85.20, Issue 3, effective June 25, 1996.)

Authorized

(Signed by Michael T. Uberuaga)

(signed by Charles G. Abdelnour)

City Manager

City Clerk

(Signed by Richard E. Wilken)

(Signed by Ernest W. Anderson, III)

Information Technology & Communications Director

General Services Director

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3. DEFINITION OF TERMS

The term “form” refers to paper or electronic documents which have been designed to gather and transmit information necessary for operational functions and for historical records. Typically, forms contain blanks or boxes to be filled-in or checked-off and one copy or more is kept by the City for record keeping purposes. Once these are filled-out, they become records and should be retained in accordance with the General Disposition Schedule or each department’s Records Disposition Schedule. All other documents which may be printed by Publishing Services will be referred to as “non-forms” or “other documents” in this Administrative Regulation. These non-forms may include announcements, brochures, business cards, department directives, door hangers, envelopes, information bulletins that do not contain blanks to be filled-in or boxes to be checked-off, invitations, letterhead, or procedure manuals. Publishing Services will assign numbers to non-forms as needed. The word “document(s)” will refer to form(s) and non-form(s) in this Administrative Regulation.

4. RESPONSIBILITY

4.1 The Office of the City Clerk, Forms Control:

- a. Administers the provisions of this Regulation.
- b. Reviews departmental requests for City forms for:
 1. Duplication.
 2. Conflicts with other systems (including the Personnel Manual and Administrative Regulations).
 3. Authority to revise a form: It must be the originating department requesting the revision. If requested by another department, then it becomes a new form for the requesting department and will be assigned a new number.
- c. In order to achieve efficiencies, may require revisions to forms requests in any of the following areas:
 1. Number of copies printed depending on the amount used annually.
 2. Number of NCR copies per form. May require managerial justification for NCR copies due to the expense associated with printing on NCR paper.
 3. Format of the form, including design for distribution through electronic channels.
 4. Use of similar forms available through Central Stores or through electronic channels.
 5. Adding form to Central Stores or distribution through electronic channels for use by all City departments.

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- 6. Combining similar forms for one use.
 - 7. Separating multiple page forms into separate forms when any part is used more frequently.
 - 8. Using routing procedures instead of multiple copies.
 - 9. Clarity of forms which eventually will be microfilmed.
- d. Is responsible for establishing a form numbering system and for assigning a form number to all City forms.
 - e. Is responsible for creating a Forms Database that will be jointly maintained by Publishing Services and Forms Control so that each City document will have a unique number.
 - f. Routes new forms to other reviewing departments as appropriate for these departments' review and approval.

4.2 Publishing Services:

- a. Accepts requisitions for new or discontinued forms only after they have been approved by Forms Control.
- b. Processes revisions to forms and non-forms and prints them according to requests by departments.
- c. Ensures that two samples of new or revised forms are sent to Forms Control after the forms have been printed.
- d. Assigns form numbers to non-forms as required using the Forms Database created by Forms Control.
- e. Reviews requests to convert forms for distribution through electronic channels and tracks electronic formatting using the Forms Database.

4.3 IT&C E-Government:

- a. Accepts requests to convert forms for electronic distribution only after they have been approved by Forms Control.
- b. Requests electronic version of form from Publishing Services and notifies Publishing Services of intent to convert form for electronic distribution and desired format.

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4.4 All Departments:

- a. For forms and non-forms stocked by departments only: Each department is responsible for initiating the process which results in the creation, electronic conversion, or revision of forms and non-forms which it uses, including preparation of the Forms Request, (Form No. CC-1608), Printing Services Requisition (Form No. PA-2621), and a draft of the new or revised form.
- b. For forms stocked by, or desired to be stocked by, Central Stores: Each originating department prepares a Forms Request (Form No. CC-1608), a Stock Request (Form No. PA-1600) and a draft of the form, and then forwards them to Central Stores.
- c. Will designate a Forms Liaison who will maintain a file copy of all documents initiated by the department and who will review and annually purge "active" documents files of all documents which are no longer used via the procedures outlined in Sections 5.10 and 5.12.

5. PROCEDURES

Responsibility

Action

5.1 For new forms stocked by the Department:

Originating Department

- a. Prepares a new form layout.
- b. Prepares a Printing Service Requisition (Form No. PA-2621).
- c. Prepares a Forms Request (Form No. CC-1608). Requests are to be signed by the Forms Liaison.
- d. Sends the new form layout, the requisition and the Forms Request to Forms Control.

Office of the City Clerk, Forms Control

- e. Reviews the form package per Section 4.1 of Control this regulation. Assigns a form number using the Forms Database.
- f. Once all necessary reviewing departments have approved the form, signs the Printing Services Requisition and the Forms Request, and sends them, with the new form layout, to Publishing Services.

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Responsibility

Action

Publishing Services

- g. Creates the document and sends proof to the department.
- h. Once proof is approved, prints documents, returns completed work to originating department, and sends two sample copies to Forms Control.

5.2 For new forms stocked in Central Stores:

Originating Department

- a. Prepares a new form layout.
- b. Prepares a Forms Request (Form No. CC-1608). Requests are to be signed by the Forms Liaison.
- c. Prepares a Stock Request (Form No. PA-2600).
- d. Sends layout, Forms Request and Stock Request to Central Stores.

Central Stores

- e. Prepares Printing Services Requisition (Form No. PA-2621).
- f. Sends the new form layout, the requisition and the Forms Request to Forms Control.

Office of the City Clerk, Forms Control

- g. Reviews the form package per Section 4.1 of this regulation. Assigns a form number using the Forms Database.
- h. Once all necessary reviewing departments have approved the form, signs the Printing Services Requisition and the Forms Request, and sends them, with the new form layout, to Publishing Services.

Publishing Services

- i. Creates the document and sends proof to the department
- j. Once proof is approved, prints documents, returns completed work to Central Stores and sends two sample copies to Forms Control.

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Responsibility

Action

Central Stores

- k. Receives the finished job in the appropriate storeroom.
- l. Issues the form on demand by Stores Requisition (Form No. PA-1434).
- m. Reorders as per 5.2.e and sends it to Publishing Services.

5.3 For new forms intended for Electronic Distribution:

Originating Department

- a. Prepares a new form layout.
- b. Prepares a Forms Request (Form No. CC-1608). Requests are to be signed by the Forms Liaison.
- c. Prepares an electronic copy in PDF format.
- d. Sends the new form layout, the electronic copy in PDF format and the Forms Request to Forms Control.

Office of the City Clerk, Forms Control

- e. Reviews the form package per Section 4.1 of this regulation. Assigns a form number using the Forms Database
- f. Once all necessary reviewing departments have approved the form, signs the Printing Services Requisition and the Forms Request, and sends them with the new form layout and the PDF copy to IT&C

IT&C E-Government

- g. Converts form into electronic format.

5.4 For new or revised non-forms stocked by the Department:

Originating Department

- a. Prepares a document layout.
- b. Prepares a Printing Services Requisition (Form No. PA-2621).

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Responsibility

Action

- | | | |
|------------------------|-----|---|
| Publishing Services | c. | Sends the layout and the Requisition to Publishing Services. If intended to be in electronic format, include an electronic copy in PDF format. |
| Publishing Services | d. | If it is new, assigns a form number using the Forms Database. |
| Publishing Services | e. | If paper copies are requested:
i) Creates the document and sends proof to the customer.
ii) Once proof is approved, prints documents, returns completed work to originating department. |
| Publishing Services | f. | If electronic format is requested, sends the request to IT&C. |
| IT&C E-Government | g. | Converts form to electronic format. |
| Originating Department | 5.5 | For revised forms stocked by the Department: |
| Originating Department | a. | Prepares a revised form layout. |
| Originating Department | b. | Prepares a Printing Services Requisition (Form No. PA-2621). |
| Originating Department | c. | Sends the revised form layout and the requisition to Publishing Services. |
| Publishing Services | d. | Makes requested changes and sends proof to the department. |
| Publishing Services | e. | Once proof is approved, prints documents, returns completed work to originating department and sends two sample copies to Forms Control. |

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Responsibility

Action

5.6. For revised forms stocked in Central Stores:

Originating Department

- a. Prepares a revised form layout.
- b. Prepares a Forms Request (Form No. CC-1608). Requests are to be signed by the Forms Liaison.
- c. Prepares a Stock Request (Form No. PA-2600).
- d. Sends layout, Forms Request, and Stock Request to Central Stores.

Central Stores

- e. Prepares Printing Services Requisition (Form No. PA-2621).
- f. Sends the revised form layout and requisition to Publishing Services.

Publishing Services

- g. Makes requested changes and sends proof to the customer.
- h. Once proof is approved, prints documents, returns completed work to Central Stores and sends two sample copies to Forms Control.

Central Stores

- i. Receives the finished job in the appropriate storeroom.
- j. Issues the form on demand by Stores Requisition (Form No. PA-1434).
- k. Reorders as per 5.4d, 5.4h, and 5.4i above.

5.7. For revised forms intended to be used electronically:

Originating Department

- a. Prepares revised form layout in PDF format and sends it to IT&C.

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Responsibility

Action

IT&C E-Government

- b. Revises form in electronic format as requested by department.
- c. Sends a copy of revised form to Forms Control.

5.8 For printing existing documents stocked by the department:

Originating Department

- a. Fills out a Printing Services Requisition (Form No. PA-2621) and sends it to Publishing Services with a copy of the form.

Publishing Services

- b. Prints the document and returns completed work to the department.

5.9 For existing forms to be converted into electronic format:

Originating Department

- a. Prepares a Forms Request (Form No. CC-1608). Requests are to be signed by the Forms Liaison.
- b. Attaches a copy of the paper form, a copy of the form in PDF format and sends them to Forms Control.

Office of the City Clerk, Forms Control

- c. Reviews the form package per Section 4.1 of this regulation.
- d. Sends the form to IT&C.

IT&C E-Government

- e. Requests electronic version of form from Publishing Services and notifies Publishing Services of intent to convert form for electronic distribution and desired format.
- f. Converts the form to electronic format.

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Responsibility

Action

5.10 For discontinued forms stocked by the Department:

- | | | |
|---|----|---|
| Originating Department | a. | Sends a Forms Request and a sample form to Forms Control. The Forms Request will include the form name and number, effective data of the discontinuance; and the reason for the discontinuance. |
| Office of the City Clerk, Forms Control | b. | Shows the document as discontinued in the Forms Database. |
| | c. | Sends a copy of Forms Request and sample form to Publishing Services and IT&C. |
| Publishing Services | d. | Destroys the plates and negatives for the form. |
| IT&C E-Government | e. | Deletes any electronic copies of the form if posted on the Web. |

5.11 For discontinued forms stocked by Central Stores:

- | | | |
|---|----|---|
| Originating Department | a. | Sends Forms Request and a sample form to Central Stores. The Forms Request will include name, number, and effective date of discontinuance. |
| Central Stores | b. | Receives Forms Request for discontinuance. Prepares proper records to discontinue reordering and stocking of this form. |
| | c. | Issues remaining copies to using departments. |
| | d. | Sends Forms Request and sample form to Forms Control. |
| Office of the City Clerk, Forms Control | e. | Shows the form as discontinued in the Forms Database. |
| | f. | Sends a copy of Forms Request and sample form to Publishing Services and IT&C. |

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Action

5.12 For discontinued non-forms stocked by Department:

Originating Department

- a. Notifies Publishing Services in writing that the document will no longer be printed or used by the department.

Publishing Services

- b. Destroys the plate and negative for the discontinued document and shows that it has been discontinued in the Forms Database. If it is a form to be used electronically, send a copy of the original notification to IT&C.

IT&C E-Government

- c. Deletes any electronic copies of the document if posted on the Web.

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FLOW CHART

5. PROCEDURES

NEW FORMS

5.1 Stocked by Department

ORIGINATING DEPARTMENT
Prepares and forwards to Forms Control

- New form layout
- Forms Request (CC-1608)
- Printing Services Requisition (PA-2621)



FORMS CONTROL

- Reviews the form package per Section 4.1 of this regulation and assigns a form number using the Forms Database
- Signs the Printing Services Requisition and Forms Request and sends them with the form layout to Publishing Services



PUBLISHING SERVICES

- Creates new form, and sends proof to originating department
- When proof is approved, prints form, sends 2 sample copies to Forms Control and returns completed work to originating department.

5.2 Stocked in Central Stores

ORIGINATING DEPARTMENT
Prepares and forwards to Central Stores

- New form layout
- Forms Request (CC-1608)
- Stock Request (PA-2600)



CENTRAL STORES

- Prepares Printing Services Requisition (PA-2621)
- Sends new form layout, requisition and Forms Request to Forms Control



FORMS CONTROL

- Reviews the form package per Section 4.1 of this regulation and assigns a form number using the Forms Database
- Signs the Printing Services Requisition and Forms Request and sends them with the form layout to Publishing Services



PUBLISHING SERVICES

- Creates new form, and sends proof to originating department
- When proof is approved, prints form, sends 2 sample copies to Forms control and returns completed work to Central Stores.

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5. PROCEDURES (continued)

NON-FORMS (continued)

NEW FORMS (continued)

5.4 New or Revised Stocked by Dept. (cont'd)

5.2 Stocked in Central Stores (cont'd)



CENTRAL STORES

- Receives finished job in appropriate Storeroom
- Issues the form by Stores Requisition

5.3 Intended for Electronic Distribution

ORIGINATING DEPARTMENT
Prepares and forwards to Forms Control

- New form layout
- Forms Request (CC-1608)
- An electronic copy in PDF format



FORMS CONTROL

- Reviews the form package per Section 4.1 of this regulation and assigns a form number using the Forms Database
- Sends form to IT&C



IT&C
Converts form to electronic format

NON-FORMS

5.4 New or Revised Stocked by Department

ORIGINATING DEPARTMENT

- Prepares a document layout
- Prepares a Printing Services Requisition
- Sends the layout and the Requisition to Publishing Services and, if intended to be in electronic format, sends to IT&C with an electronic copy in PDF



PUBLISHING SERVICES

- If new, assigns a number using the Forms Database.
 - If paper copies are requested, creates the document and sends proof to the customer.
 - Once approved, prints documents, returns completed work to originating department

OR

- If revised, prints documents, and returns completed work to originating department

OR

- If electronic format is requested, sends the request to IT&C

IF SENT TO IT&C

IT&C
Converts document to electronic format

REVISED FORMS

5.5 Stocked by Department

ORIGINATING DEPARTMENT
Prepares and sends to Publishing Services

- Revised form layout
- Printing Services Requisition (PA-2621)



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REVISED FORMS (continued)

5.5 Stocked by Department (continued)

PUBLISHING SERVICES

- Prints form, sends 2 sample copies to Forms Control and returns completed work to originating department.

5.6 Stocked in Central Stores

ORIGINATING DEPARTMENT

- Prepares and forwards to Central Stores
- New form layout
 - Stock Request (PA-2600)



CENTRAL STORES

Prepares Printing Services Requisition and sends with revised form layout to Publishing Services.



PUBLISHING SERVICES

- Makes requested changes and sends proof to customer
- Once proof is approved, prints form, sends 2 sample copies to Forms Control and returns completed work to Central Stores

5.7 Intended for Electronic Distribution

ORIGINATING DEPARTMENT

Prepares revised form layout in PDF format and sends it to IT&C.

IT&C

Revises form in electronic format as requested by department

5.8 REPRINTING EXISTING FORMS (stocked by department)

ORIGINATING DEPARTMENT

Prepares Printing Services Requisition and sends to Publishing Services with a copy of the form attached



PUBLISHING SERVICES

Prints the requested form and returns completed work to the department

5.9 EXISTING FORMS TO BE CONVERTED TO ELECTRONIC FORMAT

ORIGINATING DEPARTMENT

- Prepares a Forms Request
- Attaches a copy of the paper form, and a copy of the form in PDF format
- Sends to Forms Control



FORMS CONTROL

Reviews the form and sends it to IT&C



IT&C

- Requests electronic version of form from Publishing Services
- Converts the form to electronic format

DISCONTINUED FORMS

5.10 Stocked by Department

ORIGINATING DEPARTMENT

Prepares a Forms Request with effective date of discontinuance & reason for discontinuance and sends to Forms Control with a copy of the form



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DISCONTINUED FORMS (continued)

5.10 Stocked by Department (continued)

FORMS CONTROL
Shows the form as discontinued in the Forms Database and sends a copy to either Publishing Services or IT&C.



PUBLISHING SERVICES
Destroys the plates and negatives for the form.

OR

IT&C
Deletes any electronic copies of the form if posted on the Web

5.11 Stocked by Central Stores

ORIGINATING DEPARTMENT
Sends sample form and Forms Request indicating the effective date of discontinuance to Central Stores



CENTRAL STORES

- Prepares request to discontinue reordering and stocking this form
- Issues remaining forms to using departments.
- Sends sample form and Forms Request to Forms Control



DISCONTINUED FORMS (continued)

5.11 Stocked by Central Stores (continued)

FORMS CONTROL

- Shows the Form as discontinued on the Forms Database
- Sends a copy of the Forms Request and sample form to Publishing Services



PUBLISHING SERVICES
Destroys the plates and negatives for the form.

NON-FORMS

5.12 Discontinued Stocked by Department

ORIGINATING DEPARTMENT
Notifies Publishing Services in writing that the document will no longer be printed or used by the department



PUBLISHING SERVICES

- Destroys the plate and negative for the discontinued document
- Shows that it has been discontinued in the Forms Database.
- If it was a document to be used electronically, sends a copy of the original notification to IT&C.



IT&C
Deletes any electronic copies of the document if posted on the Web

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APPENDIX

Legal References

City of San Diego Resolution N. 250975, January 14, 1980
City of San Diego Ordinance N. 15761, June 14, 1982
City of San Diego Council Policy N. 000-25, April 1, 1980

Forms Involved

C-1608 – Forms Request
A-2621 – Printing Services Requisition
A-2600 – Stock Request
A-1434 – Stores Requisition

Subject Index

Forms

Distribution (other than Manual holders)

All Departments – Purchasing Liaisons
General Services – Publishing Services
General Services – Central Stores
General Services – Buyer in charge of commercial printing
General Services – Storerooms
Information Technology and Communications – E-Government

Administering Department

Office of the City Clerk