



**SUBJECT:** Official Forms and Correspondence

**TO:** Members of the Department

This Order establishes department policy and member responsibilities for the following:

<b><u>Section 9.1</u></b>	<b>DRAFTING AND FILING OF CORRESPONDENCE, FILING OF REPORTS, RESEARCH PROJECTS, AND SURVEYS</b>	2
<u>9.1.1.</u>	General	2
<u>9.1.2.</u>	Written Correspondence	2
<u>9.1.3.</u>	Electronic Correspondence	3
<u>9.1.4.</u>	Filing Correspondence and Reports	5
<u>9.1.5.</u>	Research Projects and Surveys	6
<b><u>Section 9.2</u></b>	<b>OFFICIAL FORMS</b>	8
<u>9.2.1.</u>	Form Definition	8
<u>9.2.2.</u>	Official Forms	8
<u>9.2.3.</u>	Form Development and Control	9
<u>9.2.4.</u>	Printed Forms	11
<b><u>Section 9.3</u></b>	<b>FORM DESIGN AND SPECIFICATION STANDARDS</b>	11
<u>9.3.1.</u>	Form Design Standards	11
<u>9.3.2.</u>	Letterhead Standards	14
<b><u>Section 9.4</u></b>	<b>PROCEDURE FOR ORDERING STOCKED FORMS</b>	15
<u>9.4.1.</u>	Responsibilities	15
<u>9.4.2.</u>	Procedure	15
<u>9.4.3.</u>	Costs	16
<b><u>Section 9.5</u></b>	<b>REVISION RESPONSIBILITY</b>	16

## 9.1 DRAFTING AND FILING OF CORRESPONDENCE, FILING OF REPORTS, RESEARCH PROJECTS, AND SURVEYS

This Order outlines the authority and responsibility for official department correspondence including letters, emails, and Official Correspondence posted on the department's Intranet. This Order also establishes a uniform method of filing correspondence and reports, and specifies policy and procedures for dealing with requests for the department to participate in a research study or survey.

### 9.1.1. GENERAL

- A. Any correspondence received, whether written or electronic, shall be promptly acknowledged and forwarded to the appropriate office for response if necessary.
- B. The department's Administrative Guide shall serve as the style and formatting authority for all correspondence. The information contained in this Order shall serve as supplemental guidance.

### 9.1.2. WRITTEN CORRESPONDENCE

#### A. Letters

- (1) When formulating a response to a letter received, the rank/level of its author shall be considered. While it may be proper for a post commander to correspond with an out-of-state police official of approximately the same level, it would not be appropriate for him or her to correspond directly with the director of the state police of that state.

Any questions regarding the appropriate level of response to a letter shall be directed to the Office of the Director.

- (2) Commanders shall sign correspondence originating within their command dealing with official business, except when established policy permits delegation of this responsibility or when otherwise provided by the Director or a deputy director.
  - a. Letters dealing with issues of a local nature or scope that local work units routinely handle, that affect only that work unit and will be handled by that work unit, may be signed by a district, division, post, section, or unit commander.
  - b. Letters dealing with issues of a wider scope, such as official department positions, policies, or procedures, shall be signed by the Director or his or her designee.
- (3) Documents for the Director's signature must be approved by the appropriate bureau before submission to the Office of the Director. The draft correspondence is to be submitted to bureau by email from the district/division commander.
- (4) Members shall use their official title and rank when initiating or endorsing official correspondence.
- (5) Letterhead stationery shall only be used for official written correspondence, an official written reply to received correspondence, or other official business.

B. Memorandum Stationary, UD-040

- (1) The Memorandum, UD-040, shall only be used for internal correspondence. It shall not be used for correspondence to persons, agencies, or institutions outside of the department or for correspondence that is not related to official department business.
- (2) Internal correspondence shall be submitted to the intended recipient through channels.

C. News Releases

- (1) News releases shall be completed using the new release template provided by the Public Affairs Section.
- (2) News releases shall be proofread and spell checked before dissemination.
- (3) News releases made at the post or work unit level shall be sent to the district or division commander and the Public Affairs Section at the time of their dissemination.
- (4) News releases intended for statewide distribution shall be sent to the Public Affairs Section for review and approval prior to dissemination.
- (5) Work units are encouraged to contact the Public Affairs Section for guidance or assistance if needed.
- (6) See Official Order No. 20 for additional news release guidelines.

9.1.3. ELECTRONIC CORRESPONDENCE

A. Official Correspondence Posted on the Intranet

- (1) Official Correspondence to be posted on the department Intranet shall be sent via email through channels to the appropriate bureau for review. The bureau will then forward the correspondence to the Office of the Director (mailto:MSP-Internal-Comm@michigan.gov) for posting.
- (2) To ensure consistency, documents intended to serve as Official Correspondence shall meet the following guidelines or they will be returned to the sender for correction:
  - a. Use the most current Memorandum, UD-040, as found in the Official Forms section of the Intranet.
  - b. Font: Arial, 10 point.
  - c. The intended distribution of department correspondence shall be indicated on the document's salutation line.

Except in unusual circumstances, the following shall be the only distribution designations used:

- i. Department Members
- ii. Enforcement Members
- iii. Enlisted Members

- iv. Motor Carrier Members
  - v. Lansing Area Enforcement Members
  - vi. Bureau, District, and Division Commanders
  - vii. Work Site Commanders
  - viii. Field Services Bureau Employees
  - ix. Field Services Bureau Uniformed Members
  - x. Field Services Bureau Commanders
  - xi. Field Services Bureau District Commanders
- d. Neither the memorandum's subject line nor body text shall be in bold or upper case letters.
  - e. Attachments such as maps, photographs, or graphics shall be emailed with the document as a separate attachment and indicate in the memorandum where the link is to be placed.
  - f. Underlining shall not be used, except to designate a hyperlink.
  - g. Civilian titles (e.g., Dr., Mr., Ms., or Mrs.) shall be used where appropriate.
- (3) Official Correspondence involving policy matters shall be reviewed and approved by the applicable deputy director and forwarded to the Office of the Director by the bureau.
  - (4) The Office of the Director shall forward any correspondence constituting a policy change to the Human Resources director who will identify the appropriate unions to be notified.
  - (5) The affected labor union(s) will be notified by the Office of the Director and allowed the period of time specified in their respective labor agreements to review the document. Posting of the correspondence on the Intranet shall be delayed to allow for union response. The originator of the correspondence will be notified of the delay due to union review.
  - (6) Division commanders may sign and send correspondence of an informational nature within their district.
- B. Electronic Mail (Email)
- (1) Emails are not considered private communication. They are property of the department and are therefore subject to monitoring, review, and Freedom of Information Act (FOIA) requests.
  - (2) As stated in the Michigan Department of Technology, Management, and Budget (DTMB) Acceptable Use Policy, State of Michigan computing resources (which include email) shall not be used for personal profit, downloading or display of offensive material, or other non-business related activity.

- (3) Formal responses to emails received from outside the department (e.g., Webmaster questions) shall meet the following requirements:
  - a. Outlook default font (Calibri) and size shall be used.
  - b. Proper grammar, sentence structure, capitalization, and spelling shall be used.
  - c. A signature block with the sender's name, rank, work site, and telephone number shall be inserted at the end of the email.
- (4) Email shall not be used to send Official Correspondence from a division to department field members. Correspondence of this nature shall be sent on a Memorandum, UD-040, to the Office of the Director as explained in Section 9.1.3 above.
- (5) Informal emails sent within the department or to personal acquaintances in other institutions or agencies shall not be subject to particular formatting and style requirements. However, it is recommended that all emails be proofread and spell checked, and that they adhere to accepted grammar and punctuation rules.
- (6) See Official Order No. 1, Code of Conduct, for additional policies on the appropriate use of department email.

#### 9.1.4. FILING CORRESPONDENCE AND REPORTS

##### A. Written Correspondence

- (1) See Official Order No. 5 for the document retention schedule.
- (2) The only exception to the Retention Schedule for Department Reports is correspondence that relates to an investigation, such as inquiries regarding the status of the case or complaints against the investigating officers. In such cases, the correspondence shall be attached to the incident. When closing the complaint such letters shall be included in the work site Master file.

##### B. Electronic Correspondence

Relevant electronic correspondence shall be retained according to the current retention schedule.

##### C. Property

###### (1) Open

Incidents that occurred prior to January 1, 1999, in which a Property Report/Receipt, UD-014, was used to document seized, confiscated, or recovered property shall be filed in the work unit's "OPEN" file by incident number according to Official Order No. 62.

###### (2) Inventory

Copies of the work site property inventory shall be filed in the work site folder. Records of additional inventory material shall also be placed in the same file until listed on the next inventory.

(3) Supplies

Copies of requisitions shall be filed in the work unit's "REQUISITIONS" folder.

D. Special Forms

(1) State police applicant forms shall be filed in the folder so labeled.

(2) Probationary trooper or motor carrier officer report forms shall be filed in the folder so labeled.

E. Administrative Reports

(1) Work Site Reports

Work site daily and monthly reports shall be filed in chronological order in the monthly folders.

(2) Individual Daily Time and Activity Reports

Each member's individual Field Services Bureau/Specialized Services Bureau Daily Activity Report, UD-002, (if required) shall be filed in folders on which the member's name has been typed in capital letters. Also see Official Order No. 5.

(3) Biweekly Attendance Report

Each member's biweekly Employee Time and Attendance Report, PD-089, shall be filed in the Biweekly Attendance Report file, in chronological order by pay period ending date. Reports may be filed alphabetically or by employee identification number. Also see Official Order No. 5.

9.1.5. RESEARCH PROJECTS AND SURVEYS

A. Research projects involving the department, or involving department members as research participants, shall be approved by the Office of the Director before any member participates.

The requirements in this section shall apply to projects conducted by academic researchers who do not serve as members of this department, as well as those conducted by department members conducting off-duty academic research.

B. Review Procedure for Research Projects Conducted by Outside Researchers

(1) Outside researchers shall submit a research proposal directly to the Office of the Director for review.

(2) The Director, or his or her designee, shall review the research proposal to ensure that the project will not unduly impinge upon the regular duties of the department members participating in the research, and that it does not unnecessarily burden them.

(3) The Director's decision shall be submitted to the requestor in writing using department letterhead.

(4) A copy of the proposal and the Director's letter shall be retained by the Office of the Director for the year the proposal was submitted plus two.

C. Review Procedure for Research Projects Conducted by Off-Duty Department Members

- (1) Department members wishing to conduct off-duty research shall submit a research proposal directly to the Office of the Director for review. The proposal shall be accompanied by a Memorandum, UD-040, which lists the following:
  - a. The name and contact information of the department member conducting the research.
  - b. A brief summary of the proposed project that includes any department resources required.
- (2) The Director, or his or her designee, shall review the research proposal to ensure that the project will not unduly impinge upon the regular duties of the department members participating in the research, and that it does not unnecessarily burden them.
- (3) The Director's decision shall be submitted directly back to the requestor in writing using a memorandum, UD-040.
- (4) A copy of the proposal and the Director's memorandum shall be retained by the Office of the Director for the year the proposal was submitted plus two.

D. Review of Dissertations, Theses, Term Papers, and Other Written Reports

- (1) At the discretion of the Director, dissertations, theses, term papers, or other written reports resulting from approved research projects may be required to be submitted for review before the researcher submits the document to their educational institution.

Researchers shall be made aware of the Director's intent in writing and agree to this review requirement before their request is approved.

- (2) If a review is required, the Director, or his or her designee, shall ensure that the information in the document does not jeopardize officer safety, interfere with an ongoing investigation, reveal confidential information, expose the department to increased liability, or represent the researcher's views as those of the department.

E. Surveys

- (1) Requests to complete surveys received by any department work unit shall be forwarded to the Office of the Director for review.
- (2) The Director's designee shall review the survey and determine whether the agency should participate. If so, they shall complete the survey or, if completing the survey requires specialized knowledge, they shall forward it to the most appropriate department work unit(s) for completion.

If the survey has been forwarded to a department work unit for completion, the Director's designee shall follow up with that work unit to ensure that the survey has been completed by the researcher's requested due date.

## 9.2 OFFICIAL FORMS

### 9.2.1. FORM DEFINITION

"Form" means an application, questionnaire, permit, order, schedule, record, report, or document in regular and continuing use which is used to obtain information, response, compliance, or application that is required from the public or private sector by this state ([MCL 18.1205](#)).

A form used/created by a division that meets the standards of a form under MCL 18.1205 shall be classified as an official department form. The Records Resource Unit is the final authority regarding the definition of a form and the interpretation of state and federal laws pertaining to forms.

### 9.2.2. OFFICIAL FORMS

- A. The Official Forms Intranet site is the official repository for all department official forms.
- B. Department members shall obtain all electronic forms from the Official Forms Intranet site, rather than saving copies of forms locally, to ensure the most current version is used.
- C. The Record Resource Unit is responsible for maintaining and updating official forms and for posting notification of new, revised, or obsolete forms to the Official Forms Intranet site, as well as to the Official Forms Website, as appropriate.
- D. There are three department classifications for official forms:

- (1) "Internal" means the form is used only within the department.

When an MSP work unit provides a hyperlink link to an **internal** form on a website, memo, or similar document, the link shall point to the form document as linked from the Official Forms Intranet site, and maintained by the MSP Forms Manager. Work Units shall not create links to separate copies of official forms.

- (2) "Public" means the form is used by persons outside the department and may also be used by department members.

- a. In addition to being placed on the Official Forms Intranet site, all public forms shall be created as Internet assets using the State of Michigan's Content Management Application (CMA). The forms shall be listed on the Official Forms Website for access by the public, with links provided to the appropriate assets. Specific exceptions may occur where the use of a form is restricted to law enforcement, in which case the form shall instead be posted behind a restricted Web portal.

- b. When an MSP work unit provides a hyperlink link to an **external** form on a website, memo, or similar document, the link shall point to the form document as linked from the Official Forms Website, and maintained by the MSP Forms Manager. Work Units shall not create links to separate copies of official forms.

- (3) "Other Agency" means the form is used by department members, but was created or is maintained by an outside agency. These forms are not modified or updated by the Record Resource Unit, but current copies are linked through the Official Forms Intranet site, for easy access by department members. These forms use the "ENC" prefix.



9.2.3. FORM DEVELOPMENT AND CONTROL

- A. All forms must be reviewed and approved by the Records Resource Unit before being placed into use. Department members requesting form changes must submit those changes first to their respective Official Forms Coordinator. See the Forms Workflow Matrix for a complete outline of the submission process.

The Forms Workflow Matrix explains the forms approval process.

- B. All official forms must use one of the following prefixes, as designated by the Records Resource Unit.

Prefix	Description of Forms
ADM	Budget and Financial Services Division (BFSD); Grants and Community Services Division (GCSD)
BID	Biometrics and Identification Division
CJIS	Criminal Justice Information Center (CJIC)
CID	Multi-jurisdictional Task Forces
DD	Field detectives; sex offender registration
DIR	Office of the Director; Board of Awards
DV	Domestic violence, Field Services Bureau
EMD	Emergency Management and Homeland Security Division (EMHSD)
ENC	Other agencies (state, federal, private sector)
EX	Office of the Director and Auto Theft Prevention Authority (ATPA)
FM	Special Operations Division, Fire Investigation Unit
FSD	Forensic Science Division
MC	Commercial Vehicle Enforcement Division
OD	Special Operations Division
OHS	Office of Highway Safety Planning (OHSP)
PD	Human Resources Division
RI	Criminal Justice Information Center (CJIC)
TD	Training Division
UD	Field Services Bureau (FSB)

- (1) Prefixes shall not generally be revised when a work unit changes its name. However the form owner and/or form coordinator responsible for a specific form may change if the associated functions are transferred to a different work unit.

- (2) Additional prefixes shall be added by the Records Resource Unit as required.

- C. In the case of forms which do not meet the standards of a form under MCL 18.1205, and which therefore do not need to be official MSP forms, divisions may create their own division form prefixes and numbers. Divisional forms shall not use the official prefixes listed above.

- D. Forms Manager

The MSP Forms Manager is assigned to the Records Resource Unit and is responsible for managing forms development for the department. Specific Responsibilities are as follows:

- (1) Maintain an up-to-date database of all official MSP forms. This will include information sufficient to track the current status of all departmental forms as well as information on obsolete forms and records retention requirements. This database will also be made available to the Record Resource Unit Manager.

- (2) Maintain hard copy files for all official MSP forms. This will include current copies of all official forms, as well as a complete record of ADM-041 change requests and edits to the forms. Historical hardcopy files will be retained for obsolete official forms according to records retention schedule.
- (3) Process all ADM-041 Form Alteration/Creation Requests submitted by the Forms Coordinators. A response will be sent to the submitting coordinator within three business days following receipt of an ADM-041 in order to confirm receipt. Updates will be provided to the Forms Coordinator by the Forms Manager at a minimum every 10 business days until the form alteration or creation is resolved.
- (4) Verify that each official form complies with [MCL 18.1205-1207](#) as well as the design standards contained in Section 9.3.1 of this Order.
- (5) Repair malfunctioning or inaccurate official forms as needed. The Forms Manager may initiate a forms change in these cases by completing an ADM-041 Form Alteration/Creation Request.
- (6) Collaborate with form owners and Forms Coordinators to develop changes to official forms. New, revised, and corrected forms must be approved by both the Forms Coordinator and the Form Manager before they become official.
- (7) Forward new and revised forms, as necessary, to the Legal Resources Unit for legal review. In most cases, legal review is only required for new public forms or for substantial updates to existing public forms. Certain internal forms may also require legal review if they involve substantive legal issues, and is the Forms Manager's responsibility to this requirement for all internal forms. The Forms Manager will work with the Legal Resources Unit to assure that legal review of forms, any resulting edits, and required approvals are completed in a timely manner.
- (8) Post all approved forms changes to the Official Forms Intranet Website, including updates to the site's form lists.
- (9) Maintain the Official Forms Website, including creating or updating CMA assets for new and modified forms.
- (10) Assist with maintaining this Order and other departmental documents relating to forms management.

E. Forms Coordinators

Each division commander shall appoint one person within their division to act as the division's Forms Coordinator. To support work units assigned directly to bureaus and therefore not reporting to a division commander, each bureau commander shall appoint a Forms Coordinator for the bureau, as needed. Alternatively, the bureau commander may delegate responsibility for such work units to a Forms Coordinator or Coordinators from the bureau's divisions.

- (1) The Forms Coordinator shall review all forms the division proposes to initiate, print, revise, or discontinue. The Forms Coordinator shall ensure forms comply with MCL 18.1205-1207 and the design standards contained in Section 9.3.1 of this Order.
- (2) The Forms Coordinator shall ensure that all changes and corrections required on division forms are clearly communicated to the MSP Forms Manager. This will be accomplished through submission of ADM-041 Form Alteration/Creation Request

forms, accompanied by draft versions of form documents, as appropriate.

- (3) The Forms Coordinator shall verify his or her approval of new and revised forms by email and forward the documents to the Forms Manager in the Records Resource Unit.
- (4) The Forms Coordinator shall monitor inventory levels of forms stocked by the Distribution Center and order forms as necessary.

#### 9.2.4. PRINTED FORMS

- A. The Budget and Financial Services Division may stock and distribute printed forms as needed.
- B. Stocked forms shall be printed and stored in accordance with Section 9.4 of this Order.
- C. The preprinting of names or signatures on an official form requires approval by the Records Resource Unit.

### 9.3. FORM DESIGN AND SPECIFICATION STANDARDS

The following form design and specification standards are based on standards previously established by the State Forms Administrator. Adherence to these design and specification standards ensures the department's forms are effective and professional. Deviation from these standards may be approved by the Records Resource Unit.

#### 9.3.1. FORM DESIGN STANDARDS

##### A. General Formatting

Time will be spent to analyze each form and its purpose before laying the form out. Consideration will be given to who will use the form, how it will be completed, and what information needs to be obtained. Official forms will direct the flow of data entry, allowing for easy completion, and considering a balance between functionality and aesthetics. The principles of unity, rhythm, scale, clarity, sequence, and simplicity will be taken into account.

- (1) The MSP Administrative Guide shall be the first point of reference for design of forms.
- (2) Underlining of text shall be avoided, because it can be confused with a hyperlink.
- (3) Bolding shall only be used for emphasis; the entire form shall not be bolded.
- (4) The use of all capital letters and italics shall be avoided as they are difficult to read.
- (5) Abbreviations shall not be used, unless they are explained on first reference. First reference shall not include use in the form title, and abbreviated terms shall always be spelled out in the form title.
- (6) The “#” sign and “No.” shall not be used in place of the word “number.”
- (7) Area codes must be included for all telephone and FAX numbers.
- (8) Social security numbers shall not be requested unless their collection is necessary.

- (9) To avoid preprinted forms with personal names and/or signatures from becoming obsolete due to a personnel change, preference shall be given to preprinting only the title rather, or using a rubber stamp or automatic signature inscriber as alternatives to preprinted names and signatures.

B. Form Arrangement and Design

In most cases, a table format shall be used. Columns and rows should be aligned to obtain a professional appearance.

- (1) Box and caption design for each item of information requested shall be preferred over using fill-in-lines.
  - a. If using a check box in an electronic form, the box will be configured to fill with an "x" instead of a "√" (checkmark) because some printers do not recognize the checkmark. Check boxes shall be placed before items to be checked, rather than after. Appropriate spacing will be placed between the check box and before the first letter of text.
  - b. Captions shall be in 8-point font and placed in the upper-left corner of the boxes.
  - c. Punctuation shall not be used in field boxes, unless essential.
  - d. Boxes shall be large enough for all necessary information to be entered.
  - e. Boxes may be numbered or lettered to correspond with instructions or for other reference, if desired.
- (2) Essential information shall be placed to prevent obstruction by stamps, punches, or staples.
- (3) "Return To" information shall be included on all forms that require a reply. A return address shall be included in either the heading or the instructions. To minimize form obsolescence, use of personal names shall be avoided on forms; only work site names should be used.
- (4) If additional sheets are needed, the form number, revision date, department name, and page number shall appear on each additional page in the upper left corner.
- (5) All public forms shall contain a conspicuous notice on the first page of the form setting forth the authorization for the form (i.e., citing the specific law or rule), stating whether providing the information sought is required or voluntary and, if required, the penalties that apply for failure to provide the information.
  - a. The authorization area shall cite a specific rule, order, or Michigan Compiled Law citation.
  - b. If and only if there is no specific authorization requiring use of the form, the general act establishing the department or a division of the department shall be cited; e.g., "1935 PA 59, as amended."
  - c. The authorization and compliance information may be placed under the title or in a box at the bottom or top of the form in 8-point font.

- (6) If a signature line is required, it shall be placed where most efficient for processing, with ample space for a normal-size signature. The date shall be on the same line as the signature.

Digital signatures shall not be used unless approved by the Records Resource Unit.

- (7) Brief instructions on completion and use of the form shall be included in the form itself, and most forms will not require more extensive instructions. Where such extensive instructions are necessary, they shall be conspicuously referenced on the first page of the form. The instructions may be presented at the end of the form or in a separate instructions document. In the latter case, a hyperlink or command button will be incorporated into the first page of the form linking to the instructions posted on the MSP Official Forms Intranet Page or to the Official Forms Webpage, as appropriate.

#### C. Form Numbers and Titles

All official forms shall be identified with a title and a unique identifier.

- (1) The unique identifier shall consist of the form number, initiation/revision date, and the department name capitalized in Arial 8-point font in the upper-left corner of the form.
  - a. The division name may be included below the department in lowercase letters, if desired.
  - b. Example of a unique identifier: ADM-023 (04/2017)  
MICHIGAN STATE POLICE  
Budget and Financial Services Division
- (2) Form numbers for official forms shall be issued by the Records Resource Unit and shall consist of a prefix identifying the type of form, followed by a three-digit number, including leading zeros as needed.
- (3) Form numbers may be retired if a form becomes obsolete, but the retired number shall not be reused. Note that reuse of obsolete form numbers has occurred at some times in the past.
- (4) All forms, except form letters and envelopes, shall be titled.
  - a. The title shall clearly and briefly indicate the purpose of the form. The title shall not include the word "Form."
  - b. The title may be capped and bolded in Arial 12- to 14-point font, if desired.
  - c. Shields and other special logos shall not be included unless approved by the Records Resource Unit.

#### D. Digital Form Technologies

Forms may only be developed using the following digital technologies:

- (1) "Word" means the form is authored in Microsoft Word.

Forms authored in Microsoft Word and made interactive shall be protected using a department-issued password assigned by the Records Resource Unit Forms Manager.

- (2) "Excel" means the form is authored in Microsoft Excel.
  - a. Forms created in Microsoft Excel and made interactive shall be protected to enable users to only enter information in designated cells. The forms shall be protected using a password assigned by the Records Resource Unit Forms Manager.
  - b. The Records Resource Unit may grant permission for use of Excel-based forms with protection removed.
- (3) "PDF" means the form uses Portable Document Format (PDF). The document can be viewed with either appropriate software tools such as Nuance, Adobe Acrobat, or Foxit.
  - a. In almost all cases, forms in PDF format should be "Interactive PDFs" which allow users to enter information into the form.
  - b. Whenever possible, interactive PDF forms shall be posted with the saving feature enabled. This allows users to save the information which they have entered into the form.
  - c. Internal forms which are in interactive PDF format shall always have the saving feature enabled.
  - d. External forms in PDF format created using Adobe LiveCycle or older versions of Adobe Acrobat Pro software shall not have the save feature enabled due to Adobe licensing constraints. Unless it can be documented that a specific PDF form was created using software free from Adobe licensing constraints, the save feature on external forms shall be disabled.
  - e. All non-savable PDF forms referenced in Subsection 9.3.1.D.(3).d of this Order shall be converted to other formats as soon as practicable.
- (4) "Online" means the form will be developed using software which allows the automatic submission of form information to MSP through the Internet.
  - a. Work units requiring an online form will be responsible for purchasing and supporting the necessary software, arranging for hosting, and for developing the form. The department does not support a standard software solution for online forms.
  - b. Design and functionality of each online form shall be approved by the Forms Manager before the form is placed into use.
  - c. Online forms only include those resources that are designed to function as stand-alone forms and which are assigned an Official Form number. Data entry components of electronic systems such as ICHAT, LEIN, Blue Team, MAGIC+, and SIGMA are not Official Forms and do not follow the process set forth in this Order.

#### 9.3.2. LETTERHEAD STANDARDS

- A. Letterhead specifications are determined by the DTMB.
- B. Letterhead may only be used on a form when approved by the Records Resource Unit.

## 9.4 PROCEDURE FOR ORDERING STOCKED FORMS

This procedure outlines the process for ordering and reordering forms stocked by the Distribution Center.

### 9.4.1. RESPONSIBILITIES

- A. The Forms Coordinator is responsible for identifying when the inventory of a form has reached the reorder point; preparing the proper paperwork to place a forms print order; setting the reorder point based on form usage; and checking to see if a form needs to be created, revised, eliminated, or posted on the MSP Intranet as an online form.
- B. The Records Resource Unit Forms Manager is responsible for reviewing, guiding, and approving any new form or changes to a form.
- C. The Distribution Center is responsible for processing and distributing Smart Scan inventory reports to the Forms Coordinators and receiving and stocking forms when printed and delivered.

### 9.4.2. PROCEDURE

The procedure for ordering or reordering stocked forms shall be as follows:

- A. On a quarterly basis, the Distribution Center shall send a Smart Scan inventory report to each Forms Coordinator in the department.
- B. The Forms Coordinator shall determine if any forms need to be ordered and stocked in the Distribution Center based on the Smart Scan inventory report.
- C. If a form needs to be ordered, the Forms Coordinator determines the quantity of forms to be printed and inquires with the work site owner to see if changes are to be made to the form prior to the reorder.

If a form is new or revised from the previous version, the Forms Coordinator must email the form to the Records Resource Unit Forms Manager for approval prior to contacting DTMB Printing Services personnel. The form may be printed once it has been approved by both the Forms Manager and the Forms Coordinator.

- D. The Forms Coordinator shall send a price quote request and a sample of the form to be printed to the DTMB Printing Services.
  - (1) If the quote comes back more than \$500:
    - a. DTMB Print and Graphic Services must process the order in accordance with Executive Directive 2007-17.
    - b. The requesting work site must complete a Printing Order Form DMB-598 and submit it through channels for approval.
    - c. Bureau returns the DMB-598 to the Forms Coordinator after all approvals are obtained.
    - d. The Forms Coordinator forwards DMB-598 to DTMB Print and Graphic Services for processing.

(2) If the quote comes back less than \$500:

- a. The Forms Coordinator can send the order to an outside vendor and pay by either procurement card or direct voucher; or,
- b. DTMB Print and Graphic Services can process the order.

E. The Forms Coordinator shall send a copy of the DMB-598 to the Distribution Center via email to: MSPDistribution@michigan.gov.

F. A sample of the stocked form shall be submitted from the Forms Coordinator to the Forms Manager in the Records Resources Unit for archival purposes.

#### 9.4.3. COSTS

- A. All forms stocked in the Distribution Center are distributed free of charge.
- B. The division having ownership of the form shall pay the printing costs and/or design costs.
- C. If DTMB Print and Graphic Services complete the printing job, payment shall be handled via interagency voucher.

#### 9.5 REVISION RESPONSIBILITY

Responsibility for continuous review and revision of this Order lies with the Office of the Director (Records Resource Unit).

DIRECTOR