ANALYSIS AND DESIGN OF FORMS

RSMo   *Section 37.340 - Standardization of forms and business materials - approval for agencies forms required. The unit shall be responsible for the design, redesign, numbering, and standardization of all forms used by state agencies. The unit may consolidate forms so as to be usable for more than one purpose, shall eliminate outdated, obsolete and unneeded forms, and shall give assistance to agencies in designing forms as so to provide for more useful information. No agency shall print or have printed any new or revised form until such form has been approved by the unit. The unit shall attempt to standardize letterheads, business cards, envelopes and other similar materials so that economies of scale may be readily obtained. In designing forms for agencies, the unit shall confer with appropriate representatives of the agency to determine that only such information as is necessary or relevant to the agency's functions is being collected on forms of the agency.*

1. **Requesting A New Form Or Revision Of An Existing Form**

   NOTE: An agency is to involve the Forms Management Unit at the very initial planning stages of forms development, before the form is even drawn up. This step will help alleviate crisis situations that can occur many times in developing the form. This also includes agencies that have an existing form design or analysis staff.

   a. Through a joint effort between the two parties a final pencil draft or computer designed layout is created.

   b. For each new form the originator (Agency/Department) fills out the Form Input Sheet (MO 300-0002).

2. **Use Of Universal Forms By All Agencies**

   When possible, Forms Management will encourage agencies to use the universal forms that are available from the Department of Corrections Warehouse instead of creating an agency form that would serve the same purpose.

   See the section "Forms Distribution Center and Warehouse" for the universal forms that are available.

3. **Electronic Forms**

   Electronic forms are created by Forms Management in a software called OneForm which requires no software purchases by the customers in order for them to use the electronic forms and they are created in a PC Windows format only. Electronic forms are created in the same forms design standards as used with paper forms Customers (inside and outside of state government) can go to the Forms Management website and by following the instructions can first, download the setup files to operate the program and then download whatever forms they have a need to use. This includes universal as well as various agency specific forms. Agencies need only to submit a request to have any form(s) created in an electronic format, providing that the current paper version of the form meets state forms standards and is on file. If the requested form does not meet state forms standards or is not on file, the paper version of the form must first be typeset and approved. Upon approval of the paper version, an electronic version will be created.

   The electronic forms can be completed in the following ways: (1) Bring the form up on the screen, fill it in electronically and printed out as a completed paper form on a laser printer for distribution. (2) Fill out electronically and distribute via e-mail to other designated users. (They would have to download OneForm setup files and the particular format of the form that is being e-mailed to them.) (3) Another method being developed will allow the customer to fill in electronically and send the forms across the internet to a waiting database of the originating agency.

3. Electronic Forms (Cont.) A MO state form number will be assigned and an "N" will be added.[i.e. MO 300-0039N (10-00)]

4. Creating Forms Within Agencies

Forms Management recognizes agency accessibility of office computers and desk-top publishing systems that have the capability to create forms. Agencies may utilize these capabilities to create certain forms provided established standards and guidelines are followed.

This policy addresses the creation of forms by any means in which the principal results are hard copy as well as electronic documents that contain blank spaces for completion by the end user.

Recognizing this form definition, agencies should comply with the following policies:

a. Forms Management has the statutory responsibility for the design, redesign, numbering and standardization of forms used by state agencies. ANY FORMS CREATED BY AGENCIES SHOULD ADHERE TO THESE SAME DESIGN STANDARDS. Page 12 of this manual makes reference to these standards.

b. Agencies should consult with Forms Management prior to purchasing software that would be used for forms design purposes. Forms Management has tested several packages that are on the market and can assist agencies in determining which would best meet their needs.

   At this time, assistance can also be given to help an agency evaluate the time and skills that will be required to create forms versus completion by Forms Management.

c. Forms Management recommends that state agencies use laser printers that have a minimum of 300 dots per inch. This would generally be for forms which have an annual usage of 1000 or less. Higher volume forms should be output through higher density printers or typeset. Dot matrix printers do not provide a quality copy.

d. Agencies must contact Forms Management for a form number which is to be applied at the time the form is created.

e. A proof copy of the form must be submitted to Forms Management for review prior to printing.

f. Forms Management reserves the right to reject any form if standards are not met.

Agencies wanting more information about forms creation should contact Forms Management for further instructions and assistance.

| 5. | **Submitting The Appropriate Requisition When Requesting Analysis And Design And/Or For Printing** | When an agency requests the analysis and design services of Forms Management and/or submits a form to be printed, one of the following requisitions must be used: |

MO 300-0298 - State Printing Requisition - When the form is to be printed by State Printing.

The Missouri Correctional Enterprises will also accept the State Printing Requisition and agency requisitions. Make sure a P. O. # is included.

For forms that are to be printed by an outside vendor see page 19.

Agency Requisitions - When an agency prints the form within their own in-house printshops.

The final form layout, the form input sheet and appropriate printing requisition are submitted to Forms Management to be typeset.

If the requesting agency has typesetting equipment, then the approved layout can be returned to the agency for in-house typesetting.

6. Required Completion Dates On Printing

Many times Forms Management and State Printing receive printing requisitions that show required completion dates that either are unrealistic to meet or Requisitions unclear as to exactly when they have to be done. This causes scheduling problems in Forms Management and State Printing, as well as, within the agencies. Listed below are some guidelines which should help alleviate this problem.

a. The normal amount of time needed by Forms Management to do forms analysis and design is 1 - 5 working days. The typesetting is completed by State Printing and normally requires 12 working days. Proofing time and agency corrections are not included in this time frame, but corrections on proofs are taken care of as soon as possible upon return from the agency.

Reprints requiring no changes go on to State Printing the same day Forms Management receives them.

b. The normal printing time needed by State Printing is 5 - 7 working days from receipt of camera ready copy for printing and delivery. Jobs requiring over twenty thousand impressions would require the 7 working days.

Therefore, 20 - 30 working days should be allowed if Forms Management and State Printing are involved. NOTE: This will be for new or revised forms only. Reprints (exact repeat orders with no changes) will take considerably less time.

c. "ASAP" OR "RUSH" designations alone do not help in scheduling. Therefore, to avoid delays include a specific date required.

6. Required Completion
   Dates On Printing
   Requisitions (Cont.)

d. Past history shows that the majority of times agencies are using "Date Submitted" as the date in which a low order point is reached within an agency and 2 weeks is automatically added on for delivery date. This date has been determined before the form or item to be printed has been circulated through the agency for review, changes, etc. This review takes 2 to 3 weeks sometimes.

Therefore agencies should not fill in the "Date Submitted" and "Date Required" until the requisition is ready to leave the agency. However, if the date submitted has to be filled out as the requisition begins circulation then at least wait until the job is ready to leave the agency before adding on our required lead times to come up with the "Date Required".

As requisitions are processed in agencies, Forms Coordinators should review the dates and change where needed. If a job is a true emergency and is needed in less time than what is normally allowed, Forms Management and State Printing will work with agencies to ensure that the deadline is met.