

Policy

Policy Title:	Business Cards, Letterhead and Envelopes				
Policy Number:	DHS-050-002	Version:	2.0	Effective Date:	04/08/2004

DHS Chief Administrative Officer

04/08/2004

Approved By: *(Authorized Signer Name)*

Date Approved

Overview

Description:

This policy implements standards and guidelines for ordering business cards, letterhead, and envelopes.

Purpose/Rationale:

The purpose of this policy is to ensure that DHS business cards, letterhead, and envelopes maintain a consistent and standard design; reflect DHS' identity as a single, unified agency and achieve their intended purpose of representing DHS employees and programs. This policy will benefit DHS offices by establishing effective ordering procedures, maintaining standard DHS publishing design, quality control, and uniform pricing.

Applicability:

Managers have the responsibility to determine who has authority to order business cards, letterhead, and envelopes for their staff, individual offices and programs.

Failure to Comply:

Publishing standards must be followed to ensure the integrity of publications printed for the business activities of DHS. Department of Administrative Services rules require agencies to use approved contractors for printing business cards, letterhead, and envelopes. Failure to order business cards, letterhead and envelopes following the procedures associated with this policy would put the Department at risk of non-compliance with state rules and policies.

Policy

1. General

- a. This policy pertains to staff, programs and offices supported by the Department of Human Services.
- b. Ordering Process: DHS business cards, letterhead, and envelopes should be obtained by submitting a request to MyOrderDesk. Exceptions to standard designs or the use of a printing vendor other than MyOrderDesk must be approved by Publications and Design Section by submitting a written request via email to the Publications and Design Section Forms Manager.

2. Business Cards and Letterhead Format

- a. The DHS logo. Entities within DHS may not develop or use separate logos.
- b. Whenever possible, use type sizes 14 points and above to enhance readability.
- c. Whenever possible and appropriate, use double sided bilingual business cards to assist minority clients with access to DHS services.

3. Placing the Printing Order

The primary method of placing business cards, envelopes, or letterhead orders should be made by GroupWise email. The order should be saved, attached to the email, and sent to the address on the instructions. MyOrderDesk has a limitation on the size of the email sent to their system. Orders may need to be faxed if the size of the order exceeds this limitation. If the order comes back as undeliverable, call MyOrderDesk to receive assistance or, fax your request to them. Use the telephone and fax numbers listed in the Contact(s) area below for the items you are requesting to have printed.

4. Printing Errors

- a. It is the responsibility of the requesting DHS office to ensure that orders have correct spelling and punctuation before submitting the order for printing.
- b. If an error is a result of a mistake made by MyOrderDesk, they will pay the cost of reprinting and shipping the correct order to the DHS customer.
- c. If an error is a result of a mistake made by DHS when sending in their printing request to MyOrderDesk, the DHS office or program responsible for the error will pay for both the incorrect first order, and the corrected second order. This will include the cost of printing and shipping the order both times.
- d. After a determination has been made by MyOrderDesk to reprint the items requested and who will be responsible for paying for the reprint, the incorrect order should be destroyed by DHS and not sent back to MyOrderDesk. If DHS does not agree with the decisions made by MyOrderDesk, contact the Publications and Design Section at (503) 374-7120.

5. Payment for Printing Order

- a. Payment for items ordered will be made by calling the MyOrderDesk, 503-373-0148, and provide them with your office or program SPOTS VISA number.
- b. **DO NOT INCLUDE YOUR CREDIT CARD NUMBER ANYWHERE ON THE ORDER.**

Procedure(s) that apply:

[DHS-050-002-01, Business Cards, Letterhead and Envelopes Procedure](#)

Form(s) that apply:

DHS 0277, Ordering DHS Letterhead – [Word](#)

DHS 0278, Ordering DHS Envelopes – [Word](#)

DHS 0279, Ordering DHS Standard Business Cards – [Word](#)

DHS 0280, Ordering DHS Large Print Business Cards – [Word](#)

Reference(s):

MyOrderDesk Printing and DAS State of Oregon Printing Contract
[ORS Chapter 282](#) - State of Oregon printing requirements statute

Definition(s)

Standard Business Cards: - Employee information is printed with 8 point font on the front of the card and with the DHS Mission Statement or appointment template on the back.

Large Print Business Cards: - Employee information is printed with 14 point fonts on both the front and the back of the card. DHS strongly encourages this font size.

Also see [Common Terms](#) for department-wide support services policies

Contact(s):

Name: Business Cards, Envelopes and Letterhead: MyOrderDesk; **Phone:** (503) 373-0148;
Fax: (503) 373-7078; **Email:** oceprintshop@oce.oregon.gov

Name: DHS | OHA Publications and Design Section Director; Nicholas Kern;
Phone: 503-269-7190; **Email:** nicholas.m.kern@state.or.us

Policy History:

- **Version 2.0:**
 - 11/09/2010 - Administrative Corrections to address contact information and office name changes
 - 04/01/2010 - Administrative Corrections to address contact information and office name change from Office of Document Management (ODM) to Office of Communications Resources (Publications and Design Section)
 - 04/08/2004 - This revision removes ODM from the process of ordering cards, letterhead and envelopes and enables DHS staff/offices to submit requests directly to the contractor and pay for these goods and services with VISA cards
- **Version 1.0:**
 - 04/02/2002 Initial Release

Keywords:

(List keywords here that might be used by someone to search for this policy on the internet)