Standard Operating Procedure

Publishing Services

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DIVISION OF CONFERENCE SERVICES (DCS)

PUBLISHING SERVICES SECTION (PSS)

Standard Operating Procedure – UNON/DCS/PSS/2017/02 (Graphics and content management)

1 Purpose

The purpose of this SOP is to give guidance on the process of graphics and content management as part of the services offered by PSS.

2 Scope

This SOP is applied to Desktop Publishing Unit offering design, layout, pre-press, plate-making and large format printing services. The services are mainly offered to various UN entities within and around Nairobi duty station, but occasionally, they are given, upon request, to UN agencies and the UN secretariats outside Nairobi. The Deputy Chief of the section coordinates this SOP and graphic designers and pre-press technicians actualize the tasks.

3 Prerequisites

3.1 Design and layout request:

- Formal service requests from various agencies either through telephone conversation or email.
- Submission of final and edited text for design and layout
- Submission of final hi-res images to be inserted in the layout
- Briefing by the client on colour requirements, fonts, final size, etc.
- D1 or purchase order submission
- Approved template of the job
- Expected delivery time

3.2 Artwork ready for prepress:

*Digital HP Indigo (prior to making the High res. PDF, Press PDF or InDesign files to PSS)*

- Artwork, illustrations, charts, graphs (all graphic images) are to be in Cyan, Magenta, Yellow, Black (CMYK) and at the final/finish size and as single images (No Red, Green, Blue (RGB) images please)
- Add 3 mm of bleed to all margins when background colours or images exceed the page format of the artwork
- Text should not be closer than 7 mm or 1/4 of an inch from the edge of the final trim marks and the center/spine margins
- For crossover images, (i.e., maps, illustrations, graphs, etc.) take into consideration the spine by 5mm on each side of the crossover and ensure that no text is in the crossover area unless it’s the natural spread on a saddle-stitch book.
- All fonts are to be embedded in the file being sent (Press PDF in Adobe)
- Original images resolution to be 300 Dots per inch (DPI) and or 300 Pixels per Inch (PPI) at
  the final size (the DPI to PPI ratio is the same)
- Send one PDF file (single pages and not spreads) when the publication is self-cover
- Send two separate PDFs files (single pages and not spreads) when the publication has a sepa-
  rate cover that is to be printing on cover paper
- Cover has to include spine, comprising the front cover plus the spine plus the back cover, the
  same applies for inside cover pages. Please include in the cover any 5 mm bleeds. (Do not in-
  clude crop marks just in case the spine width has to be adjusted at Pre-press)
- For all inside pages, send with 3 mm bleed without crops marks at the final/finish size.

*Offset PM Printmaster Submission of Packaged Adobe InDesign files to PSS:
- Artwork, illustrations, charts, graphs (all graphic images) are to be in Cyan, Magenta, Yellow,
  Black (CMYK) or agreed Spot Colours and at the final/finish size and as single images (No
  Red, Green, Blue (RGB) images please)
- Graphics, maps, diagrams, pie charts, etc., are to be created in Adobe Illustrator only. (do not
  copy/paste from other applications into Adobe Illustrator or In Adobe InDesign )
- Original images resolution to be 300 Dots per inch (DPI) and or 300 Pixels per Inch (PPI) at
  the final size (the DPI to PPI ratio is the same) Do not copy/paste/download images from the
  internet as the they are all 72-90 dpi/ppi and in RGB colour space. Do not use copyrighted im-
  ages without express permission to do so from the source and then be sure you obtain them
  from the original source, e.g. shutter stock. Include Captions/Copyright information as ap-
  propriate to the layout e.g. next to the images or inside front cover for the cover images/photos.
- When colouring text, use Pantone only colours in CMYK.
- Before packaging an InDesign file, ensure there are no missing links, no embedded images, no
  missing fonts, etc.. Also make sure you include a press quality PDF + a low res PDF and an
  idml file.
- Files must be packaged in Adobe InDesign to be accepted by PSS unless another design appli-
  cation has been used e.g. Corel / Quark Xpress / MS Publisher.

*Large Format Poster Works and Branding
- Send Press Quality PDF or at the very least High Resolution PDF files – combine similar sizes
  into the same file e.g. A2 posters in 1st file and Rollup Banners in the 2nd file.
- Preferably Artwork should be in Cyan, Magenta, Yellow, Black (CMYK) and at the fi-
  nal/finish size. Supported file formats are PDF or TIFF and JPEG.
- No bleed is necessary artworks unless the print is to be framed : please add 10 mm of bleed to
  all margins when background colours or images exceed the page format of this artwork.
- All fonts are to be embedded in the file being sent (Press Quality PDF in Adobe Indesign) or
  the fonts outlined in Adobe Illustrator.
- Incase the finished size exceeds the limit of PDF creation (5080mm) : please use appropriate
  proportions in Illustrator/inDesign to create the design e.g. 25% or 50% and indicate on the
  filename of the final artwork e.g. Backdrop_Banner.1860x176cm.25pc.pdf
- The application and substrates for the finished product should be considered during the design
  stage :
  - For Indoor Applications we use Polypro / Self Adhesive Matt / Bond Paper and allows
    the use of small text size (not less that 14points)
  - For Outdoor Applications we use PVC Block Flex / PVC Self Adhesive Matt / High
    Density Poly Ethylene (HDPE) and will not show small text size clearly (not less that
    14points) because of the fibre/textured material : USE 18 points or more.
4 Responsibilities

The deputy chief of PSS
- Coordinates the process;
- Communicates with clients on technicalities and timelines.
- Assigns incoming jobs through iDCPMS to the graphic designers.
- Approves templates before being sent out to clients for approval.

Graphic designer assistants
- Designs and lays out text and photos together to make a publication, brochure, banner, poster, flyer or leaflet
- Receives a briefing from the requesting client or the deputy chief.
- Sends the first proof for review to the client.
- Makes the necessary amendments.
- Makes follow-ups with the client.

Pre-press graphic assistants
- Assesses the ready artwork for suitability of print.
- Generates proofs for approval by the client.
- Makes the necessary amendments.
- Makes follow-ups with the client.

5 Procedure

Upon being issued with the final text, the designer:
- Prints the D1 number, the cost estimate or the PO attached to the systems to put in a job bag
- Logs into the system to account for hours spent on the job
- Upon completion, the job is sent to the client for proofing as a pdf
- Effects corrections and resends the job on email as pdf for final approval
- Upon receiving approval (verbal on phone or through email) the file is transferred to pre-press

Pre-press
- Verifies the colours, links, fonts to ensure the profiles are correct
- Prints a printproof for the client to approve for production
- Requests the client to sign off the proof for production
- The file is prepared for plate-making or ripped to the digital printer or large-format printer for production

5 References

The United Nations Policy Manual for publications

6 Definitions

This document describes the accepted use of images, logos and terminology.
7. Abbreviations used

DCS: Division of Conference Services
D1: Official work order
DTP: Desktop Publishing
PSS: Publishing Services Section
SO: Service order
Division of conference services (DCS)

PUBLISHING SERVICES SECTION (PSS)

Standard Operating Procedure – UNON/DCS/PSS/2017/03 (Production and Quality control)

1 Purpose

The purpose of this SOP is to give guidance on the process of production of quality documents and publications.

2 Scope

This SOP applies to the whole process of print production (digital and offset printing) and print finishing (binding, cutting, folding/creasing, and lamination). The services are offered to various UN entities within and around Nairobi duty station, but occasionally, they are given, upon request, to UN agencies and the UN secretariats outside Nairobi. The Deputy Chief and production supervisor of the section coordinate this SOP and press operators, binders actualize the tasks.

3 Prerequisites

3.1 Offset printers:
- Ready plates.
- Job bags with D1, Estimate showing specifications.
- Approved print proof with the clients signature.

3.2 Artwork digital printers:
- Job bags with D1, Estimate showing specifications.
- Approved print proof with the client’s signature.
- Ripped files.

4 Responsibilities

The deputy chief of PSS
- Coordinates the process;
- Communicates with clients on technicalities and timelines.
- Assigns incoming jobs through iDCPMS to the pre-press focal point.

Production supervisor
- Controls quality during the whole process at every level during production.
- Communicates with the deputy chief on progress of each job.
- Organizes the material to be used for production.
Offsets printers and binders
- Carry out the activities of printing and binding in an efficient manner.

5 Procedure

Once the job has been transferred to production sub-unit, the team leader:
- Checks the paperwork contained in the job bag for verification
- Prioritizes incoming jobs based on urgency of jobs
- Briefs the printer on the requirements including quality-standards
- Guides the printer where necessary
- Approves the first prints before mass production continues

Once press production is complete, the prints in sheet form are moved to print finishing for trimming, binding, laminating, folding or die-cutting. The team leader in print finishing:
- Verifies the specifications based on paperwork contained in the job bag
- Countercheck quality of products and requests for any corrections if notices
- Sets the different equipment specific to the jobs
- Seeks approval for the first finished product from the deputy chief before mass production

5 References

The United Nations Policy Manual for publications

6. Definitions

This document describes the accepted quality of print expected.

7. Abbreviations used

DCS: Division of Conference Services
D1: Official work order
PSS: Publishing Services Section
DIVISION OF CONFERENCE SERVICES (DCS)

PUBLISHING SERVICES SECTION (PSS)

Standard Operating Procedure – UNON/DCS/PSS/2017/04 (Diplomatic Correspondence and Exhibition Materials)

1 Purpose

The purpose of this SOP is to give guidance on the process of distribution and display of exhibition materials.

2 Scope

This SOP is applicable to the distribution of documents/publications and exhibition material displayed during meetings held within the United Nations Headquarters in Nairobi. The services are offered to various UN entities within and around Nairobi duty station, but occasionally, publications are distributed, upon request, to UN agencies and the UN secretariats, NGOs, member states focal points, observers, etc. outside Nairobi. The Chief of section coordinates this SOP; the production supervisor, large format printer and exhibition assistants actualize the tasks.

3 Prerequisites

3.1 large format printers:

- Ready artwork
- Job bags with D1, Estimate showing specifications.
- Approved thumbnail proofs with the client’s signature.

3.2 Exhibition display assistants:

- Printed material
- Job bags with D1, Estimate showing specifications.

3.3 Distribution assistant:

- Printed document/publications
- Job bags with D1, Estimate showing specifications.
- Addresses for distribution.

3.4 Distribution assistant

- Packaged materials.

4 Responsibilities

The deputy chief of PSS
- Coordinates the process;
- Communicates with clients.
- Assigns incoming jobs through iDCPMS to the focal point.

Production supervisor
- Supervises the packaging and weighing of publications.
- Checks quality.
- Communicates with the deputy chief on progress.

Production supervisor
- Supervises the packaging and weighing of publications.
- Checks quality.

Exhibition Display assistants
- Carry out the activities of lamination, mounting, displays in booths.
- Supervise movers.

5 Procedure

Upon being issued with the final artwork:

The large format printer:
- Prints the D1 number, the cost estimate or the PO attached to the systems to put in a job bag.
- Logs into the system to account for hours spent on the job.
- Verifies the colours, links, fonts to ensure the profiles are correct.
- Prints thumbnail printproof for approval by the client.
- The prints are done after approval.

The exhibition staff:
- Logs into the system to account for hours spent on the job.
- Receive briefings from client on how and where the displays are done.
- Set up display stands, mounting, lamination and installations as required.

The distribution staff:
- Logs into the system to account for hours spent on the job.
- Verifies the products visa-a-vis the specifications, i.e. confirmation of quality, numbers and location.
- Packs and labels the products in either boxes or banner packs.
- Draws a delivery note in duplicate for confirmation of receipt by the client.
- Dispatches the products to the clients.
- Returns a signed delivery note as proof of delivery.
5 References

*The United Nations Policy Manual for publications*

*Information Circular on the Use of Premises*

6. Definitions

This document describes the accepted quality of print expected and what should be displayed.

7. Abbreviations used

DCS: Division of Conference Services
D1: Official work order
PSS: Publishing Services Section
UN: United Nations
NGOs: Non-governmental organizations.
DIVISION OF CONFERENCE SERVICES (DCS)

PUBLISHING SERVICES SECTION (PSS)

Standard Operating Procedure – UNON/DCS/PSS/207/01

(Cost estimation/Quotation generation)

1 Purpose

The purpose of this SOP is to give guidance on the process of issuing cost estimates to PSS clients upon request for a service. All the services offered by the section are charged a cost-recovery fee to offset labour and material input since the majority of the staff in PSS work under extra-budgetary terms and therefore largely depends on the funds generated from its operations.

2 Scope

This SOP is applied to all sub-units of the section ranging from Desktop Publishing offering design, layout, pre-press, plate-making and large format printing services; Production offering digital and offset printing; Binding and Finishing offering print finishing services; Diplomatic Correspondence and Exhibition offering documents/publications distribution, posters mounting, lamination and exhibition displays services. These services are mainly offered to various UN entities within and around Nairobi duty station, but occasionally, they are given, upon request, to UN agencies and the UN secretariats outside Nairobi. The Chief of the section under the supervision of the Deputy Chief of the section coordinates this SOP.

3 Prerequisites

- Formal service requests from various agencies either through telephone conversation or email.
- Final specifications for the service requested

3.1 Specification requirements for offset or digital printing:

- Artwork submitted or to be created (client to attach a draft copy of the manuscript)
- Format or size of the final production
- Number of the pages
- Number of the copies
- Paper specs for inside pages
- Paper specs for cover page
- Colour specifications, i.e. full colour, black and white, etc.
- Finishing specs, i.e. lamination, glossy, matt, etc.
- Folding or creasing
- Binding type, i.e. perfect, saddle stitch, wire-o-wire binding, etc.
- Expected delivery timeline
3.2 Specification requirements for large format printing:
   - A2 and above sizes for posters
   - Horizontal Banners
   - Pull-up Banners with or without Mechanism stand
   - Heavy or partial ink coverage or white background
   - Width size
   - Height size
   - Paper in-door & out-door
   - PVC, bond & polypro
   - Expected delivery timeline

3.3 Approved ITBs, RFPs, RFQs.

4 Responsibilities

The chief of PSS
   - Coordinates the process;
   - Advises the cost estimating team;
   - Approves any adjustments to the cost based on the clients need;
   - Counterchecks and approves the cost estimate before being sent out to the client.

The deputy chief of PSS
   - Communicates with the requesting client on technicalities of the service requested and time line feasibility.

Two graphic assistants
   - Generate cost estimates based on the specifications given by the client using Printpak software;
   - Send the cost estimate as a pdf attachment on email for approval to the deputy chief when OIC;
   - Send the approved cost estimate to the client;
   - Make follow-ups with clients regarding the cost estimate.

5 Procedure

Once the specifications have been established the cost estimate team:
   - Inputs all the specifications in the system using printpak software.
   - Liases with the production supervisor to confirm the time required to finalize the job.
   - Generates the estimated costs after ensuring all fields are correctly covered for time and material to be used.
   - Counterchecks the inputs for verification.
   - Confirms the final cost with the Chief.
   - Submits the cost estimate to the requesting office with the following instructions:
The price is valid for 90 days and is based on the information provided by the requestor.
UNON Publishing Services reserves the right to invoice for the actual cost at the time the work is invoiced.
Request for services authorization workflow for UNON Publishing Services Section (PSS):
Send the specifications for the work to be undertaken to unonprintshop@unon.org or send your Request for Quotation (RFQ) or Invitation to Bid (ITB) to the same email to obtain a cost estimate.
For internal clients with account access to https://icms.unon.org raise a request and attach the estimate, external clients raise and submit a Purchase Order referencing the estimate number on the PO.
For internal clients once the DI is generated a service order will be created in UMOJA by Print Shop, internal clients must approve the service order to enable the work to be undertaken.
If there is no change in the cost between the estimate and the actual work performed, once completed the request will be available for pick-up or delivery and invoiced.
For internal clients if there is an upward change in cost due to the actual work being more than the estimated work, the requesting office will receive a debit memo in UMOJA on the Service Order and if the actual work being done is less than estimated a credit memo will be issued.
No work will be started without there being an estimate, a DI, Purchase Order, and or UMOJA approved Service Order and in cases where a debit memo is issued the work in progress will not be released until the Service Order has been re-approved or in cases involving a PO until the PO is revised.
Giving the focal points information for any clarification.
On when the job should be submitted in order to meet the required timeline.

5 References
Manual for Printpak cost estimation software.

6. Definitions
This document describes the steps taken before and after a service has been requested by a PSS client for generation of a cost estimate.

7. Abbreviations used
DCS: Division of Conference Services
DI: Official work order
PO: Purchase order
ITB: Intention to Bid
RFP: Request for Proposal
RFQ: Request for a Quotation
PSS: Publishing Services Section
SO: Service order
DIVISION OF CONFERENCE SERVICES
Publishing Service Section (PSS)

Standard Operating Procedure_UNON/DCS/PSS/2017/05 (Service Delivery)

1. Purpose

Service Delivery

Service Delivery process is used when UN provides services or materials to Internal customers (UN entities with Umoja applications) and External customers (UN entities without Umoja and non-UN entities). Through this process UN is able to Cost Recovery the services and materials it provides these customers.

2. Scope

This SOP outlines the cost recovery process that DGACM uses to recover for services delivered to various UN entities both in secretariat and outside the secretariat and Member states. UNON DCS being a part of the DGACM here in Nairobi provides Conference Services to the UN secretariat who are Internal to Umoja and other UN entities which are not in Umoja and Member states in the Region. For UN entities which are in Umoja, we raise a document known as Service Order while for those not in Umoja we raise one called Sales Order.

3. Prerequisites

The key source documents that are used in this SOP are

- iDCPMS
- Cost estimates
- Purchase orders from external customers

4. Responsibilities

- Service Delivery (SD) Planner-The person who creates the Service order or Sales Order
- Service Delivery (SD) Approver- The person who approves the sales orders and also releases service orders for Internal clients
5. Procedure

This summary of procedures to be read in conjunction with the Annex on detailed SOP service delivery annex

5.1: Internal Clients

Step 1: Cost Estimate

i. Obtain printing request either through email unonprintshop@unon.org or directly from the system (lotus).

ii. Review the requirements indicated on the email. Consult with various units in the Section who are required to provide the resources to be utilized (DTP Unit, Production Unit, procurement assistant, etc).

iii. Compute the cost estimate in Printpak for approval by Chief or Deputy Chief of Publishing Service Section (PSS).

iv. Send the cost estimate to the client; follow up and ensure that the client accepts the cost estimate. Make all the necessary revisions as may be requested by the client to ensure that the cost estimate captures all the requirements of the client.

v. Once the cost estimate is accepted by the client, and DI with coding block is received through IDCPMS the client then hands over the artwork either work start with design and layout done by Desk Top Publishing Unit or the file comes ready to print.

Step 2: Service Order

i. Create a Service Order in Umoja ECC using T-code IW31. This is done by SD Planner.

ii. Use Order type ZM01 for Internal clients, Planning plant KE00 and Business Area S300

iii. Key in the Order description, Planner group C04 and Work center

iv. In the allocation tab, put the coding block given by the client e.g. WBSE SB-004804.03.02 or cost center (whichever is applicable)

v. Go to accounts assignment tab and put in the Fund.

vi. Under the Operation tab, key in the services based on the cost estimate with the correct work center and activity type with the relevant unit of measure
vii. Go to cost tab to confirm the planned cost and ensure it matches what you have in the cost estimate

viii. Save the document and note down the Order no. generated.

ix. Attach the cost the D1 and estimate already provided to the client and select System Status AWAP (Awaiting Approval) and save.

x. The document is sent via workflow to the Certifying Officer of the client who will get an email notification indicating the work order no. which requires his/her approval.

xi. Once the Service Order is approved, a notification is sent to SD Approver to release it.

xii. SD Approver releases it and informs the SD planner to confirm the service order. Here there is no notification via email.

xiii. The SD planner will use T-code IW41 to confirm the service order. If done successfully (no error due to lack of funds), the SD planner will go ahead perform Technical completion using T-code IW32

xiv. Suppose the Service order cannot confirm due to lack of funds, a screenshot of the error is sent to the client to rectify the problem.

5.2: External Clients

Step 1: Cost Estimate

vi. Obtain printing request either through email or in unonprintshop@unon.org email or directly from the system (lotus)

vii. Review the requirements indicated on the email. Consult with various Sections/Units in the Section who are required to provide the resources to be utilized (DTP Unit, Production Unit, procurement assistant) etc.

viii. Compute the cost estimate in Printpak for approval by Chief or Deputy Chief.

ix. Send the cost estimate to the client; follow up and ensure that the client accepts the cost estimate. Make all the necessary revisions as may be requested by the client to ensure that the cost estimate captures all the requirements of the client.

x. Follow up with the clients to provide a Purchase Order as proof of obligation of the funds, prior to the commencement of design or printing.

xi. Once the purchase order is received, PSS acknowledges and sends an acknowledged copy by email back to the client confirmation that all the units involved accepts to proceed with work.
Step 2: Sales Order

i. Create a Sales Order in Umoja ECC using T-code VA01. This is done by SD Planner.

ii. Use Order type ZOR, Distribution Channel 07 and Division 07

iii. Key in the client’s BP (Business Partner) Number in the Sold to Party field. Check and be sure it’s the client who requested the services.

iv. Display the Document Header details

v. Key in the Sales order information on the texts tab. Remember to use “Header Note 1”

vi. The Purchase Order no and date must be populated for the order to be complete

vii. Go to sale tab and in the details field provide Material no, of the item from the UN Service Catalogue, put Order quantity and amount

viii. After every line put in the Income cost center in the Account assignment tab.

ix. For every line key in Cost center, Fund, and Functional area.

x. Click the check button to verify that total cost is as per the cost estimate for the item.

xi. Repeat (x) above for all the lines.

xii. Save the document and note the document number

xiii. Using T-code VA02, go to the same document created in (xii) above and attach any supporting document e.g., a Purchase Order / cost estimate/Final expenditure report and delivery notes.

xiv. Check that everything is ok then click on the box under “REQS”

xv. Save and then send an email to SD Approver informing him/her to approve that Sales Order document.

5.3: Expenditure Report (Invoice)

Step 1: Expenditure Report from Printing

*After every delivery of the job, the production supervisor submits the delivery notes signed by the client for the services provided to the Administrative assistant.*

- This relates to all design, layout and printing services that are associated to a particular job.
- The final expenditure report of the services is processed. This report has the job details including client name and organization, name of the requestor of the job, job title, job description (what type of document was printed or the design and layout done).
Using the cost estimate, DI for internal client and Purchase order from external client and the delivery notes signed by the client confirming having received the job in good condition the administrative assistant process the final expenditure report.

6. References

- Financial Regulations and Rules of the UN
- Umoja Job Aid-SD 391: Umoja Sales and Distribution User Guide
- Umoja Job Aid: Service Order Confirmation
- Umoja Job Aid: SLA Work Order
- UN Consolidated Service Catalogue
- DCS SOP annex on Service Delivery
- Information Circular on the Use of Premises

7. Definitions

Some of the abbreviations used are:

- PSS: Publishing Service Section.
- SD: Service Delivery
- DGACM: Department of General Assembly for Conference Management
- SOP: Standard Operating Procedures
- iDCPMS: Integrated Documents, Conference and Production Management System
- UMOJA: An integrated financial and management systems used within the United Nations Secretariat Organizations