I. Introduction

1. The Division of Conference Services (DCS) of the United Nations Office at Nairobi (UNON) processes all official documents for United Nations (UN) meetings whose convening bodies are headquartered in Nairobi, as well as publications, correspondence and other ad hoc documents requiring editing, translation and/or formatting. All documents, regardless of type, are submitted via the Documents, Conference and Production Management System (DCPMS) for document submission and tracking to the Documents Management Unit (DMU) of the Planning and Coordination Section (PCS). These guidelines are intended to guide submitters and author departments in preparing submission-compliant documents and submitting them via the DCPMS platform.

2. Depending on a legislative body’s rules of procedure regarding documentation, planning for the submission and processing of documents may start as early as 24 weeks before the start of the meeting for which they are destined. DMU can provide clients with a submission timetable that will contain key milestones and general guidance on planning and other aspects of parliamentary documentation. Annex I of these guidelines provides more information about the process. The guidelines refer only to the submission of official documents. Submitters should consult DMU before submitting for editing and/or translation material whose attributes (including typographic and layout parameters) do not correspond to those of official documents, as a cost estimate and other ad hoc arrangements may be required.

II. Rules governing the submission of documents

Basic submission guidelines

3. All documents to be processed in any form and into any official language must be submitted to DMU through DCPMS.

4. The points outlined in items (a)–(j) below must be taken into account while preparing documents for submission. Points (a), (b), (c) and (d) are mandatory. Points (e), (f) and (g) should be adhered to as closely as possible.

   (a) Mode of submission: All documents must be submitted electronically via DCPMS. Submissions via email will not be accepted.

   (b) Format: All parliamentary documents must be submitted as Microsoft Word documents and must adhere to prevailing format requirements. Parliamentary documentation should be prepared using an up-to-date template requested from the UNON English Language Unit. (For more guidance on the format of parliamentary documents, see the UN Editorial Manual.) While publications may vary in format, the requirements for submission of various elements (including graphics) outlined below should be adhered to. The use of text boxes created in Word is strongly discouraged; tables (with or without borders) should be used instead to facilitate the processing of the document in all languages. Tables, charts, graphs, statements and other material requiring editing and/or translation must be fully editable in Word and should not be embedded as images or in Excel format; any file containing material embedded in non-Word format will be returned to the author for resubmission in fully editable Word-only format.

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1 DCPMS is expected to be replaced in 2022 by gDoc, a global documentation management system to be used by all entities affiliated with the Department for General Assembly and Conference Management (DGACM). An updated version of these guidelines will be made available after the transition.

2 Official documents related to meetings include pre-, in- and post-session documents. Pre-session documents are prepared for consideration during a session (meeting), in response to a mandate from the relevant body, and are included on the agenda of the session. In-session documents (“limited distribution” documents, with an “L” in the document symbol, or as “conference room papers” or CRPs) are issued during the session for consideration and possible adoption or approval by the body meeting. (Draft resolutions/decisions are an example.) Post-session documents include adopted decisions, resolutions and official records of the session.
(c) Paragraphs, tables and figures must be numbered for ease of reference. Tables and figures should have titles, which should form part of the body of the Word documents and not part of the graphic element.

(d) Native Excel files containing tables, charts and graphs represented within the Word document must be submitted along with the Word document.

(e) If the document contains images, images must be attributed (please see guidelines on the use of photographs in official documentation in para. 6 below). The source and caption (if any) of each image should be outside the image, not embedded in it. If images contain text, it must be editable and readable when printed in monochrome.

(f) All submitted images must be sent as separate files conforming to specific guidelines (see page 4).

(g) Naming additional files: Tables, figures and visuals submitted in separate files should be clearly identified. In the filename, authors must indicate the type of element (table, figure, visual), the chapter or other text section that it belongs to (this applies to longer documents), and its number in the series. For example, the file for table 1 in chapter 3 would be named Table 3.1, and the file for figure 1 of the same chapter would be named Figure 3.1; other images and visuals in the same series would be named Visual 3.1, Visual 3.2, etc. In the case of visuals and images provided separately, authors must indicate in the document where to insert them, e.g. “[insert visual/image 4.2 here].”

(h) Submissions based on previously issued documents, such as revised versions of technical guidelines, must be prepared and submitted using Word versions of the earlier documents downloaded from the Official Document System or the official document repository of the submitting body. Changes must be tracked in the files. (It is not necessary to adjust font sizes or formatting.) If previous versions of documents were processed and issued by DCS, DMU can provide the final Word files on request.

(i) References must be submitted via DCPMS (as “additional” material, where applicable).

(j) Documents may be submitted only in the six official languages of the UN.

5. Documents not conforming to these basic specifications may be returned to the submitter. If your document does not meet the above criteria, please contact DMU at <unon-dcs-docs@un.org> to discuss your submission before submitting it through DCPMS. It is the responsibility of the submitting office to adhere to the above specifications and to make any necessary changes in order to bring the submission into compliance. For additional specific information regarding UN editorial guidelines, please see ST/CS/SER.A/44/Rev.1. Drafters of official documents are also strongly encouraged to refer to the UN Editorial Manual.

6. Submitters and authorizers must be registered with DCPMS in order to submit documents for processing. (If you do not have a DCPMS user account, please refer to annex I.)

Additional specifications pertaining to the use of photographs and other images

• All images forming part of a submission must be submitted via email as separate files with a resolution of 300 dpi.

• For images with overlaid text to be readable and accessible, the text must be manipulable. All content consisting of text, digits or symbols must be typed and selectable. It is advisable to use the built-in chart creator in Word rather than importing from Excel or other sources:

![Image of the Word Chart creator][1]

• Any element created in Illustrator or other similar products and embedded in a Word document will be treated as an image and will not be read by an accessibility program. DCS offers desktop
publishing (DTP) services for the transformation of images, diagrams and graphs into language versions Word compatible formats to be later embedded in each language version of a given document. However, the preparation of these images, diagrams and graphs require advance submission so that completion falls before the slotted date of submission of the document that shall contain them. This work may not be considered an entitlement for UN official calendar documentation and may be treated as a reimbursable job. In the case of extrabudgetary documentation, the cost of DTP work will be independent from the cost of editing and translation and shall be estimated and agreed upon prior to its submission.

- Avoid switching between portrait and landscape pages within the same document
- All images should have captions; all tables, charts and other elements that are not running text should have titles; and alternative descriptions must be provided.
- All characters encoding used for any other language than the six official languages must be reliable and widely available on different devices.
- All content should be contained in the document structure and the various parts of the document clearly identified by the authors, in a sequential order (i.e. Chapter I, Section 1, 2, 3, Chapter II, Section 1, 2, 3, etc.). The entire document should flow consistently from start to finish.
- Colours other than the default text colour can be used for design purposes, but not to convey information (e.g., a blue line for data points from 2017 and a green line for data points from 2016), as such distinctions will not be accessible to persons with colour blindness.

Submission and processing of documents for meetings and conferences not included in the UN official calendar <https://conf.un.org/ >

7. All submissions that are determined to be non-mandated and/or extrabudgetary (“XB”) must include a valid Umoja account in the Finance tab and the name of the certifying officer. Before groups of documents related to a particular meeting can be submitted to DCS, they must be forecasted, the forecast approved, a cost estimate for the package of services to be provided for the meeting approved, and a corresponding Umoja service order approved. Please follow the steps below when submitting an extrabudgetary document for processing:

(a) Submit your document through DCPMS as detailed in section III.
(b) Select the XB option (step 3B, page 15) and enter a complete Umoja account code (Fund Center/Fund/Budget Period, or Internal Order Number, or WBSE).
(c) The DCS Conference Support Section (CSS) will create an Umoja service/sales order, using the funding code provided, in order to enable DCS to charge for the work requested. The client department’s financial approver will receive an automated workflow email from Umoja indicating that the order is ready for approval. Once approved, the workflow goes back to CSS to confirm the cash availability against the funding provided in Umoja. Once CSS confirms the availability of cash, the document will be authorized by CSS in DCPMS and work on it will begin. An incomplete or incorrect funding code in Umoja will result in the rejection of the DCPMS submission and the submitter will be notified by email. If the cash confirmation in Umoja is not successful, CSS will notify the financial approver.
(d) Where quotation is required before submission, please email DMU <unon-dcs-docs@un.org> to request one.

Submission and processing of documents or material considered confidential or classified

8. All requests for processing of documents or material considered confidential or classified must be submitted in writing directly to the Chief of the Documents Management Unit <bo.sorensen@un.org>.
9. Such requests should provide information about the submission, including the word count, the service(s) requested (e.g., editing, translation, text-processing, formatting, printing) and the desired date of completion of the work requested. The Chief will review the request and contact the requester with further instructions.

10. Important: Under no circumstances should confidential or classified material be transmitted to the generic email address <unon-dcs-docs@un.org> or uploaded to DCPMS until the procedure detailed in paragraphs 8 and 9 above has been completed and clearance and instructions obtained from the Chief of the Documents Management Unit.

**Slotted documents (pre-session processing)**

11. The slotting system is a tool for documentation forecasting and planning. It is a means to achieve the timely issuance of documents through workload forecasting and capacity planning. Since the inception of the slotting system, three indicators of achievement have been identified: timely submission of documents, timely processing within DCS and, most importantly, timely issuance of official documents in all official languages. The slotting system represents a concrete attempt to respond to the repeated requests of Member States that documents be made available in good time for consideration by the bodies for which they are prepared. It is also an attempt to resolve the problem of late submission of documents.

12. The waiver management system is a tool for managing those documents whose length exceeds the established limits (8,500 words for reports of the United Nations Secretariat and 10,700 words for reports of subsidiary organs and expert groups or other reports not originating in the Secretariat) and is managed by DMU. The word limits for documents submitted for processing are to be strictly enforced by all UN documents management units. In his memorandum of 25 April 2002 on “Page limits for reports originating in the Secretariat”, the Secretary General requested heads of department to:

“...clear draft reports prepared under your authority and to sign justifiable requests for waivers for major policy documents. The requests, to be granted only in exceptional cases, should continue to be addressed to the Assistant Secretary-General, DGACM, who will seek the guidance of the Chef de Cabinet as may be required.”

In paragraph 16 of section B of its resolution 53/208, the General Assembly called upon the Secretariat to:

“...make its procedures for obtaining waivers to the 16-page rule more rigorous, while maintaining, however, the necessary degree of flexibility, with a view to encouraging author departments to reduce the length of their submissions while maintaining high standards of quality”.

13. Author departments should be aware that the granting of waivers for excessively long reports is increasingly rare.

14. Documents submitted by non-calendar and extrabudgetary bodies may exceed established length limits but will generally require additional processing time. In any case, they need to be forecasted and submission and issuance dates approved by DMU before they can be accepted. Submitting officers must consider the timely issuance requirements of their entity when preparing forecasts.

15. In addition to the basic submission requirements for all documents, there are other conditions that submitters must keep in mind for slotted documents. Slotted documents not meeting these additional criteria may be returned to the submitter. It is the submitter’s responsibility to make the required changes and resubmit the document to DMU for processing.

16. Slotted documents submitted to DMU after 4.30 p.m. (Nairobi time) on a given day will be considered as having been received on the following business day. Word limit waivers, early submissions and unusually long processing timelines must be agreed on in advance with DMU and relevant correspondence uploaded along with the submission.

17. All parliamentary documents must be forecasted prior to their submission via the DCPMS forecast module. When a documentation forecast is accepted, the documents’ status changes to “slotted”. When a documentation forecast is submitted, all information pertinent to actual submissions must be accurate and complete, as the actual submission information will be prepopulated from the
forecast. DMU should be consulted about issues related to forecasting, slotting and submission. Annex I provides guidance on using DCPMS to submit documents.

18. Slotted documents must be submitted as a single file in Word format only.

19. Slotted documents must bear a masthead on the cover page and must include the session number, relevant agenda items and, where applicable, the date of the meeting. You may request a masthead from previously issued documents of the body/organ in question by requesting it to unon-dcs-englishlanguageunit@un.org.  

20. Submissions based on previously issued texts should be provided with tracked changes in a separate file for reference. In other words, submitters should provide a clean copy of the document as the standard electronic submission AND a document with tracked changes as a reference file.

21. For all reference material or material previously processed and issued by DCS or available in ODS, submitters are required to list only the document symbols in the remarks field in the request. All other reference materials must be uploaded to DCPMS as “additional” files.

22. Requests for changes or corrections to documents already in translation must be submitted with tracked changes to DMU unon-dcs-docs@un.org. Such changes and corrections are generally not accepted once the editing has been reviewed by the consulting officer(s), who will have to justify the exceptional nature of the request. The text should be labelled “departmental correction”.

23. Requests for changes in or corrections to documents that have already been issued, may be submitted in accordance with the procedure described in paragraphs 30 and 31 below.

24. The word limits are as follows: 8,500 words for documents originating in the Secretariat and 10,700 words for documents not originating in the Secretariat (General Assembly resolution 52/214). The total word count includes footnotes, endnotes, headings and any hidden text. During the preliminary forecasting exercise, DMU should be alerted to any documents that are likely to exceed mandated word limits (see para. 12 above).

25. All reports originating in the Secretariat must include a summary, consolidated conclusions, recommendations, other proposed actions and relevant background information. All documents submitted to legislative organs by the Secretariat and expert bodies for consideration and action should have conclusions and recommendations in bold print (see para. 24 of General Assembly resolution 52/214).

26. Documents submitted after the standard submission deadline of the body/organ must bear a footnote giving the reason(s) for late submission (see para. 8 of General Assembly resolution 53/208), irrespective of the slot date.

**Draft decisions and resolutions (in-session processing)**

27. All draft decisions and draft resolutions submitted for in-session processing must be based on previously edited and/or translated versions, if they exist, with changes tracked.

28. The minimum time allowed for draft decisions and resolutions to be processed is 24 hours and such processing requires advance planning, as processing capacity needs to be established beforehand. This excludes weekends and holidays for decisions/resolutions of UN calendar bodies and requires overtime approval for those of extrabudgetary bodies. The 24-hour timeline will begin to run the day after the document has been received by DMU, unless otherwise agreed in consultation with TES. In-session plans are formalized in a submission timetable. Established processing capacity will be charged

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3 Please refer to ST/CS/SER.A/35 for additional information.

4 Typically, before a document is ready for translation it must be edited. The result of the editorial process in normal circumstances is “cleared” by the consulting officer. Before “clearance” its possible to accept minor changes coming from the consulting officer. If changes are major, besides requiring a formal justification, the editorial service may request a cancellation of the job in process and account for the work done as if fully edited. In this case Document Management will complete the editing service, cancel translation and request a fresh submission.
even if not used, hence the importance of proper planning and monitoring. A sample timetable is provided in annex 2.

Revisions, corrigenda and reissues for technical reasons

Revisions, corrigenda, and reissues for technical reasons

29. Parliamentary documents, including communications from Member States, may be reissued for technical reasons to make minor editorial changes or to correct grammatical or text-processing errors. Any other changes, such as added text or altered language, will be handled as a revision (Rev.) or a corrigendum (Corr.). A revision – a new document superseding and replacing a previously issued document – can be requested when additional information received after the issuance of the document makes it necessary to replace the document in its entirety. A corrigendum (Corr.) is issued as a separate document (typically a one-page list of the errors to be corrected) to correct a small number of errors in a previously issued document that hamper its use – for example, incorrect amounts in a budget table. Though issued as a separate document, the corrigendum forms an integral part of the original document. For additional information about corrigenda and technical reissues, please refer to the UN Editorial Manual.

30. Requests for revised versions, corrigenda and reissues must be submitted to DMU through DCPMS. The request must be accompanied by a document based on the latest officially issued version (as found in ODS), with the changes tracked. Alternatively, the latest version issued by DCS can be requested from DMU. Requests for reissuing documents for technical reasons as a result of errors introduced during processing must first be cleared by the Chief of DMU. Such requests should be sent by email specifying the reason(s) why the document should be reissued. Once received, such requests will be reviewed by DMU and the Translation and Editorial Section to determine whether reissuance is warranted and will be processed accordingly.

31. Very important: Revisions, departmental and author corrections, or replacement texts to documents in process will only be accepted during the first 72 hours after submission and the processing workload will be reevaluated accordingly. After 72 hours, changes will not be incorporated and the document will be withdrawn, with the workload being accounted for in full, as if the document had been fully processed and issued, and a fresh submission will be required. This is to ensure that documents received by DMU are final or as close to final as possible and to account for work already done and any contractual assignment honoured. The only exception to this policy is a reissue for technical reasons (see para. 31 above).
Annex I

Submission of documents through DCPMS

Registering for access to DCPMS

All documents must be submitted for processing electronically via DCPMS. All submitters must register for access to DCPMS. Please note that DCPMS only works correctly with the Chrome and Firefox browsers. Internet Explorer is not supported. If you already have a DCPMS account, then please skip to **STEP 1**: Log into DCPMS. Otherwise, please follow the steps below to create your account:

- For a new account or for technical assistance with your DCPMS account, contact julius.kipkoech@un.org or icts.servicedesk@un.org.
- Once your application has been approved, you will receive an email containing your approval verification along with login credentials.

Submitting documents via DCPMS

This section assumes that you already have an active DCPMS account. If you do not have a DCPMS account, please see above for instructions on how to apply for one.

**Step 1**
Log into DCPMS

(https://conferences.unite.un.org/)

**Step 2**
Click on the DCPMS icon once you have logged in
Step 3
To submit a request, select the [Add request/New request] icon in the upper right corner.

The user interface for requests offers the same user experience as the forecasting function. The searching, sorting, pagination and working principles are the same. The difference is in the workflow for each request and in the number of steps and separate authorization and certification. A request can be created:

- as an empty (new) request.
- by duplicating an existing request; or
- from an approved (forecasted) request.

The new request has the same mandatory fields as a new forecast. The additional requirement is that at least one destination (target) language must be entered.

When filling out the request form, follow all the steps described in the “Creating a Forecast” section of this manual.

Duplication of the request is built on the same principles as for forecasts. The main difference is in how to create a request from an existing forecast. You will need to open a forecast form and then click on the “Create request for this forecast” button.
Creating a new request from an existing forecast

Information provided in a forecast form will pre-populate as document processing request form. After opening the new request form, complete the information required, if applicable, and save the form by clicking the “Save” button. If all mandatory fields are filled, the request will be created. Otherwise the same screen with validation errors will be shown. Correct them and click the "Save" button again.

Below is an example of a validation error
Step 4
If preparing a new request, select the date required and enter the symbol (if available), the title, the document type, etc. Fill out all mandatory fields, (those with a red line around the box).

On the right is an example of required fields to be filled for substantive parliamentary documentation.

Step 5
Upload the MS Word file to DCPMS

The documents can be uploaded when the request is created. Click the "Add file" button in the "Files" section. This will open a standard Windows dialogue box where you can select a file stored on your network, as shown below. Select it and click the "Open" button. The file will appear in the file box.

On the right is an example of uploaded files in the file box.

The first uploaded file is automatically marked as "Original"; all others are marked "Additional". The first uploaded "Original" document has a precalculated word count. This value will be automatically copied into the "Words" request value, if the value was not previously defined by the user.

File types ("Original" and "Additional") can be changed by clicking on the "Change to additional" link (for "Original" document) or "Change to original" (for "Additional" document). The word counts of "Additional" documents are not precalculated by default; "Unknown" is indicated in the relevant field. By clicking on this link, the user can initiate the word count calculation procedure. Additionally, the user can add a note about the uploaded document. Click on the "Add note" link to add a note.
Step 6
Complete the remaining entries on the D1 form.

On the right is an example of the Doc module (Use auto calculate to fill word count).

Example of the Session module (fill in gDoc meeting number for parliamentary documents)

Example of the Organization module (some fields will be pre-filled automatically by the system)

Example of the Service module (fill in required services)

Example of the Forecast module (if you did not start from the forecast module, you can still enter the forecast code and link the document)
Example of the Finance tab (fill in the secretariat’s Umoja budget lines if it is an XB submission; for RB jobs, you will get a budget line from DCS)

Step 7
Submit the job to the authorizer.

After a new request is created (i.e., when it is at the "Created" stage), click the "Submit" action button to submit your request for approval to your certifier and authorizer. This action requires a confirmation and shows a pop-up dialog box that gives the option of writing a note about the action.

To the right is an example of the “Confirm action” box.

When you submit your request, its status will change to "Submitted". An email will be sent to the authorizer and the certifier.

Certifying and Authorizing Requests

Step
The Authorizer workflow

Certifiers and authorizers will receive an e-mail notification each time a request is pending for their approval.

Below is an example of the automated message that will be generated.

All pending requests can be found in the "My Action Needed" section under the “Certification” and
“Authorization” categories of the main menu.

You can go to the respective category containing a pending request. Open the pending request and authorize it by using the “Authorize” button or certify it by using the "Certify" button. If the authorizer and the certifier are the same person, or a current user was delegated the right to authorize/certify on behalf of request's authorizer and certifier, then a single "Authorize and Certify" button will be available.

Every authorizer/certifier can delegate the right to authorize/certify on his/her behalf to another person. To do so, the authorizer/certifier should click on the "Profile" menu item and add delegated persons to the Delegated Authorizers/Certifiers lists.

NOTE: it is not possible to modify the Consulting Officer/Authorizer/Certifier flags from this screen. Only authorizers/certifiers can amend delegated persons. If you want to have the right to authorize/certify requests, please use the DCPMS2 Support feature.

Example of a profile/contact:

The submission process is now complete and the job will appear in the DMU in-box.
Job search and final documents

Click the “Search” link in the main navigation menu to open the Job search page. Enter the search criteria into fields and click the “Search” button. If you want to run a new search, you can remove/update some of the search criteria.

To download the final file available for the job, click on the blue "PDF" link in the "Final Doc" column. This will initiate the final document download in PDF format. If you want to download the final document in another format, first select it from the dropdown list. The final document will be downloaded into download directory configured in the browser. If the final document is not yet available for the job, the following screen will be displayed:

The document for this job is not yet ready. Please try again later.

Note that each time a request is completed by DMU, an email notification is sent to the creator of request informing them about one or more files available for download.
**Reports**

DCPMS offers rich reporting functions. You can access reports from the "Reports" section of the main navigation menu, on the left.
To run a report, choose one of the options, click the related link and fill in the data in the search fields. Pick the required report format (PDF, Word, Excel etc.) and press the “Run Report” button to run your report.

The result of your report execution is displayed as a table. It can then be archived or printed if needed.
Annex II

Sample in-session document processing timetable

<table>
<thead>
<tr>
<th>DRAFT TIMETABLE</th>
<th>1 - 4 October</th>
<th>Stockholm Convention: Stockholm Convention POPRC 15 FAO headquarters in Rome</th>
<th>[190005A]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tue 1 Oct 08:00AM to 6:00PM</td>
<td>Wed 2 Oct 08:00AM to 6:00PM</td>
<td>Thu 3 Oct 08:00AM to 6:00PM</td>
</tr>
<tr>
<td>Day SHIFT</td>
<td>No translation required</td>
<td>Decisions - CRPs in Languages words: 1980 ESP: 6 (Decision on Methoxychlor (4 ESP) + decision on review of decaBDE and SCCP (2 ESP)) 1.1 draft report words 4950 ESP 15</td>
<td>Decisions - CRPs in Languages words: 1320 ESP: 4 (pass. PFHS decision on PFHxS RME or Dechlorane Plus decision) Overflow from the Day-shift will be handled by the Night-shift (New submissions English only Rome)</td>
</tr>
<tr>
<td>Night SHIFT</td>
<td>No translation required</td>
<td>No translation required</td>
<td>Decisions - CRPs in Languages words: 3300 ESP: 10 (pass. PFHxS decision on PFHxS RME or Dechlorane Plus decision) 1.1/add.1 draft report words 3300 ESP 10</td>
</tr>
</tbody>
</table>

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Documents Management Unit, DCS, Nairobi
31 March 2021 (V 1)