Requesting translation, editing & other document services

The Documents Control Unit (DCU) is the focal point for matters involving the processing of documentation.

All manuscripts, if they are to become official documents, must pass through DCU for recording and tracking purposes. DCU is responsible for the following:

- Acting as the intermediary between submitting offices and the Translation and Editorial Section, and also the Publishing Services Section
- Establishing clear guidelines for documentation submission
- Receiving and verifying document forecasts and preparing production statistics
- Negotiating with author departments on their documentation requirements, which must be balanced against workload and capacity in sections that will work on the documents
- Reviewing all manuscripts from originating departments to ensure that they meet approved editorial and technical standards and approving manuscripts for processing
- Registering manuscripts and transmitting them to appropriate units for processing
- Monitoring the processing of all documents and publications to ensure timely and simultaneous distribution
- Establishing word and page counts on the basis of which charges for document-related services are computed
- Providing document control functions and remote transmission services for meetings held outside Nairobi

Documentation forecasting

Forecasting is the first step in the documentation process. Its purpose is to establish the client's future service requirements so that they can be incorporated into work schedules. While submission of forecasts is the responsibility of the submitting office, DCU is always available to provide advice and assistance.

To be effective, a forecast should provide:

- Complete list of documents to be submitted for processing during the period concerned, including their titles
- Estimated total number of pages of the documents
- Original language of each document and the languages into which it is to be translated
- Estimated date on which each document will be submitted to DCS and the date it is to be issued
- Title and dates of the meeting for which the documents are required
- List of any existing documents to be reproduced and referenced by DCS

Types of forecasts

- **Documentation workload forecast:** Submitted twice a year, this covers the periods January–June and July–December and contains global information on the submission of documents prepared for the consideration of intergovernmental bodies, as well as publications, in a specific sector for a six-month period.
- **Documentation checklist and forecast form:** Contains specific and detailed information on the pre-session documentation for a particular meeting, seminar, workshop or conference. It should be submitted three months in advance of the opening of the meeting.
- **In-session documents forecast:** Contains a list of documents to be submitted during a meeting, indicating, where possible, an order of priority.
- **Publications programme:** Includes various types of material such as periodicals, brochures, pamphlets and studies that are designed to inform the public on specific issues or United Nations activities.

N.B. While it is understood that needs may change with time, any serious deviation from a forecast – for example, submission of documents that have not been projected or are much longer than indicated – will have consequences not only for the document in question but also for all documents to be processed. For this reason, forecasts must be as accurate and complete as possible.

Upon receipt of a forecast, DCU will review it with a view to balancing the stated requirements against its projected capacity in all document-processing areas. Once finalized, the forecast serves as a service agreement between the submitting office and DCU.

Document submission process

All documents to be processed by DCU (editing, translation and reproduction work) must be submitted in both soft (Word and PDF format) and hard copy. They should be accompanied by a D-1 "request for document services" form, which may be generated from iDCPMS (integrated Documents Control and Productivity Management System) or from the DCS website or obtained in hard copy from DCU.

Documents to be processed by DCU should be prepared using Microsoft Word 2000 or Word XP and PDF Acrobat and Excel only.

Graphic material (graphs, charts, maps, photographs, etc.) that forms part of a document should be submitted in digital form in a format that can be imported into Microsoft Word. It is absolutely essential, especially when a document is to be translated, to provide any background data used to create graphs or charts.

DCU is responsible for forwarding the work to the appropriate section or department for action. The steps in the procedure are as follows:

The submitting office submits the documents that it needs processed to DCU, along with a D-1 form including all relevant information.

DCU ascertains whether the work can be done within the proposed deadline and, once a date has been agreed with the submitting office, forwards the documents to the relevant section for editing, translation and revision, or for reproduction.

N.B. Officers in submitting departments are requested to refrain from contacting translation and text-processing units or the reproduction section directly. Similarly, submitting offices are requested not to submit corrections directly to translation and text-processing units or to the reproduction section. Furthermore, corrections to documents after they have been submitted to DCU (or after they have been cleared by the client following editing) will result in higher charges and will be reflected in the submission date. Alternatively the document will be corrected by the issuance of a corrigendum.

Once the documents have been edited, they are returned to the submitting office for clearance, after which any mutually agreed changes are incorporated and the document is finalized and sent for translation, where applicable, and for distribution.

DCU then establishes an invoice on the basis of a word or page count and notifies the submitting office of the same for payment.

Contact persons:

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