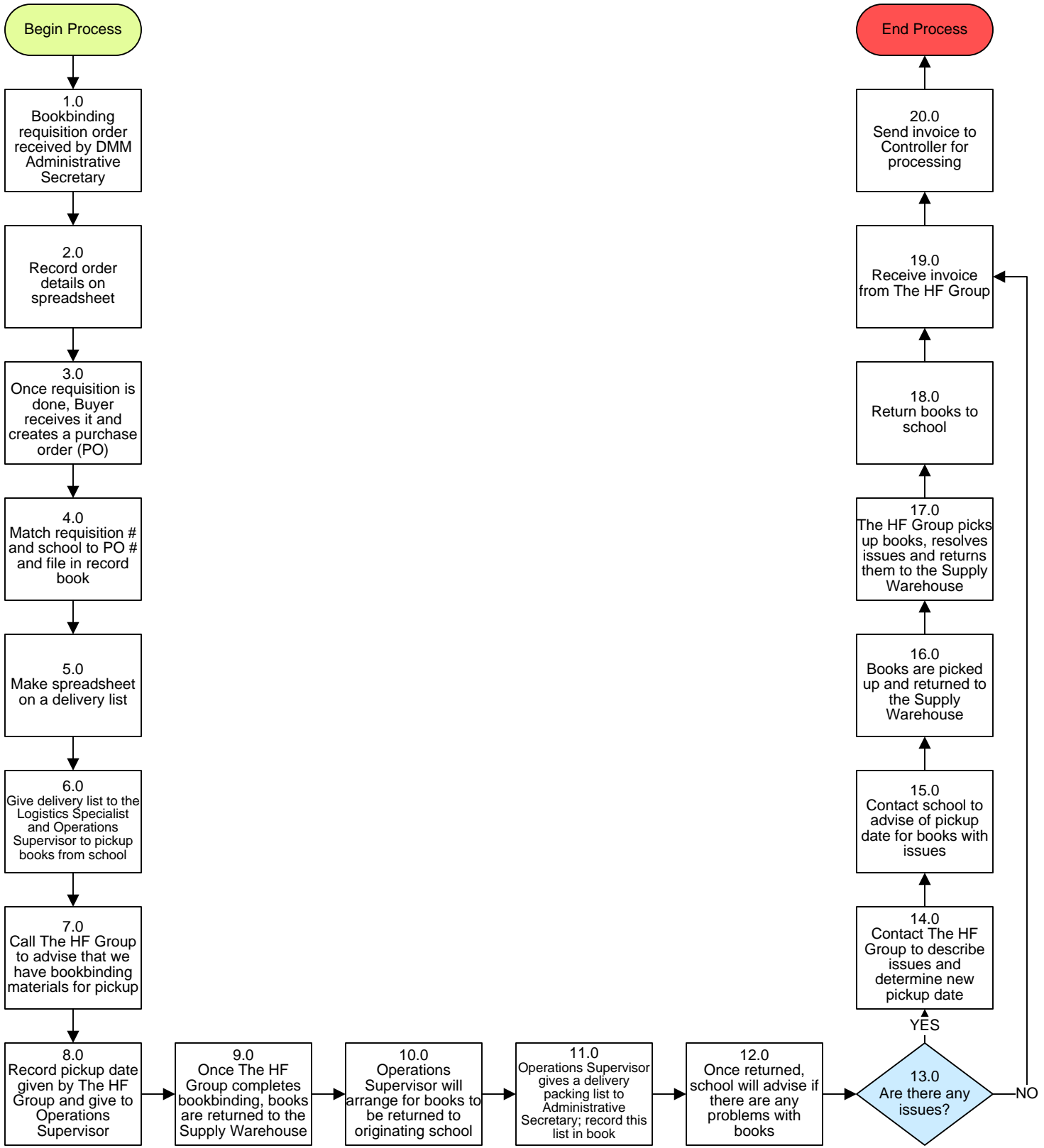


Instructional Support Services – Bookbinding Process



To Details 1

Instructional Support Services – Bookbinding Process

3. PROCESS AREA/BUSINESS AREA DESCRIPTION

Step 1.0: Bookbinding requisition order received by DMM Administrative Secretary

Media Specialists fax or email requisition on a bookbinding order. We may ask for a label if none are available.

Step 2.0: Record order details on spreadsheet

Record the order on a spreadsheet by date, requisition number, school name, contact person, whether or not labels are required, number of textbooks, number of library books, number of reference books, number of boxes, and location of boxes.

Step 3.0: Once requisition is done, Buyer receives it and creates a purchase order (PO)

Buyer sends copy of purchase order to vendor and Administrative Secretary.

Step 4.0: Match requisition # and school to PO # and file in record book

Step 5.0: Make spreadsheet on a delivery list

Step 6.0: Give delivery list to the Logistics Specialist and Operations Supervisor to pickup books from school

Step 7.0: Call The HF Group to advise that we have bookbinding materials for pickup

Step 8.0: Record pickup date given by The HF Group and give to Operations Supervisor

Step 9.0: Once The HF Group completes bookbinding, books are returned to the Supply Warehouse

Step 10.0: Operations Supervisor will arrange for books to be returned to originating school

Step 11.0: Operations Supervisor gives a delivery packing list to Administrative Secretary; record this list in book

Step 12.0: Once returned, school will advise if there are any problems with books

Step 13.0: Are there any issues?

If yes, proceed to Step 14.0. If no, skip to Step 19.0.



To Details 2



Return to Key Process

Step 14.0: Contact The HF Group to describe issues and determine new pickup date

Step 15.0: Contact school to advise of pickup date for books with issues

Step 16.0: Books are picked up and returned to the Supply Warehouse

Step 17.0: The HF Group picks up books, resolves issues and returns them to the Supply Warehouse

Books are usually corrected and returned to Supply Warehouse in 2 to 3 weeks.

Step 18.0: Return books to school

Step 19.0: Receive invoice from The HF Group

Step 20.0: Send invoice to Controller for processing

This ends the process.



Return to Details 1



Return to Key Process