

# CLERICAL SUPPORT GUIDELINES

## Processing Times and the Availability to Process May Vary

<p><b>Monthly Bulletin Announcements</b></p>	<p>Due on the 15th of each month</p> <ul style="list-style-type: none"> <li>• Requests must be in writing; email is an acceptable format.</li> <li>• Please supply your own wording, however edits may be done to accommodate spacing.</li> </ul>
<p><b>Phone Tree And Mass Emailing</b> Due on Tuesdays</p>	<ul style="list-style-type: none"> <li>• Please allow 2 business days to complete.</li> <li>• For ALL group calls/emails you must supply the list of contacts.</li> <li>• Requests must be in writing, email is an acceptable format.</li> </ul>
<p><b>Online Orders</b> 1 Week Minimum Notice to Place</p>	<p>The office will no longer place any orders for supplies, books, conference materials, etc. for Ministry Leaders with a budget. Ministry Leaders are responsible for reviewing and adhering to the guidelines set forth by the Budget ministry in the financial forms attached.</p> <p>Please note that the office is still available to assist you with designs, however, Ministry Leaders are responsible for all orders and purchases.</p> <p>Please be advised that requests for our tax-exempt form must be submitted for approval by emailing the office at <a href="mailto:office@PRBCLansing.org">office@PRBCLansing.org</a>. Please allow 2-3 business days for processing.</p> <p>The office will continue to process direct request for orders from Pastor &amp; Sis. G., the Trustees, Maintenance and the administrative office, and those ministries who fall under “General Operations”. For these ministries who qualify for order assistance:</p> <ul style="list-style-type: none"> <li>➤ Please provide a printout or link to each item.</li> <li>➤ Allow yourself ample time for shipping when ordering, specifying if standard or rush shipping is necessary.</li> <li>➤ Also, it's helpful to supply alternates should quantities be low or out of stock.</li> </ul>
<p><b>Copy &amp; Print Requests</b></p>	<ul style="list-style-type: none"> <li>• 2-3 business days for processing.</li> </ul>
<p><b>Laminating</b></p>	<ul style="list-style-type: none"> <li>• Small jobs (less than 10 sheets) 2-3 business days for processing.</li> <li>• Medium jobs of 11 -30 sheets require 1 week to process.</li> <li>• Large jobs of 31 sheets or more require 14 days to process.</li> <li>• Cutting availability will vary per request.</li> </ul>
<p><b>Fax Requests</b></p>	<ul style="list-style-type: none"> <li>• 2-3 business days for processing.</li> </ul>
<p><b>Correspondence &amp; Mass Mail Requests</b></p>	<ul style="list-style-type: none"> <li>• 2 weeks for processing.</li> </ul>
<p><b>Graphic Designs</b> (Time Varies)</p>	<ul style="list-style-type: none"> <li>• 14 Business days for the office to design any posters, postcards, flyers and banners</li> <li>• For items not being printed in-house, please allow an additional 7-10 business days for vendor printing &amp; shipping once order has been placed.</li> <li>• Requests should be received in its original format. <b>Please do not convert</b> to PDF (we support: JPG, PNG, TIFF, and most vector formats). This will allow for corrections to be made quickly &amp; easily.</li> </ul>
<p><b>A Word to The Wise</b></p>	<ul style="list-style-type: none"> <li>• We understand there may be circumstances where same day requests can't be avoided and as always, we will TRY to accommodate you; however, the office reserves the right to defer any last-minute requests to normal processing times.</li> <li>• Service requests will be done on a first come, first serve basis. We will not punish one person, who has made every effort to follow procedures, to accommodate someone else's eleventh-hour scramble.</li> <li>• <b>PLEASE PLAN ACCORDINGLY.</b></li> </ul>