

# CLERICAL SUPPORT

## PROCESSING TIMES (ADJUSTED FOR COVID)

*Please be advised, all requests must be received by email, requests received by phone or text are not acceptable*

### BULLETIN ANNOUNCEMENTS

- Due to Covid, the bulletin is now edited weekly. Announcements are due EACH MONDAY.
- Requests **must** be in writing.
- Please supply your own wording; however, edits may be done to accommodate spacing.

### MASS COMMUNICATIONS AND REGISTRATION FORMS

- 14 business days for registration forms.
  - All events with registration needs should have a Shelby based form created.
- 2 weeks for processing mass postal mailing.
- Phone Trees will be sent out on Thursdays of each week at request, submit your request at least 2 business days in advance.

### ORDERS

The office will process requests for orders from the Pastor, First Lady, Trustees, Maintenance, the Administrative Office, and those ministries who fall under “General Operations”. For these ministries who qualify for order assistance (see Budget and Finance section):

- Please provide a printout or link to each item.
- Allow yourself ample time for shipping when ordering, specifying if standard or rush shipping is necessary.
- Also, it's helpful to supply alternates should quantities be low or out of stock.

### COPY/PRINTING/FAX REQUESTS

#### **COPY & PRINT REQUESTS:**

- 2-3 business days for processing.

#### **FAX REQUESTS:**

- 2-3 business days for processing.

#### **LAMINATING:**

- 5 business days for processing.
- Small jobs (less than 10 sheets) 2-3 business days for processing.
- Medium jobs of 11 -30 sheets require 1 week to process.
- Large jobs of 31 sheets or more require 14 days to process.
- Cutting availability will vary per request.

### GRAPHIC DESIGN

- 14 Business days for the office to design any social media advertisement, video, posters, postcards, flyers, and/or banners.
- 5 business days for PowerPoint creations
  - 1-3 business days for PowerPoint proofing
- Requests should be received in their original format. Please do not convert to PDF (we support: JPG, PNG, TIFF, and most vector formats). This will allow for corrections to be made quickly & easily.

### RECOMMENDATION

- 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.
- 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.
- PLEASE PLAN ACCORDINGLY.