

Onsite Systems Standard Operating Procedure	Document Shipping Request Page 1 of 7
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Purpose

In order for Onsite Systems, Inc. to ship instructional documentation to clients, there must be a standard method for shipping documents and keeping records of such shipments.

To ensure the efficient operation of this standard method, this SOP provides a procedure for requesting shipments and for fulfilling the requests. This method is automated using Paradox.

Scope

This SOP describes the procedure for shipping instructional documents to clients. Examples of documents on which to use this procedure include (but are not limited to) user manuals, release notes, and update notices.

Audience

This SOP is for the use of Onsite Systems, Inc. employees who are involved in sending instructional documents to clients. These may be (but are not limited to) Project Managers, Site Support Specialists, and Hardware and Administration personnel. This SOP is not intended to be viewed by clients.

Terminology

The following defines an important term used in this SOP:

"Originator" refers to the Onsite Systems staff member who initiates a request to send an instructional document to a client site. This is usually a Project Manager or a Site Support Specialist.

Procedure

Onsiders involved in shipping instructional documents should follow the procedure that appears below in **bold face type**: