

# Mail and Print Services Survey

## Mail and Print Services Survey

The Department of Finance and Administration has been asked to survey State agencies to determine what mail, express mail, printing, document management, and related services are being used by State of Mississippi agencies. This information will be evaluated to determine if changes are needed in the way these services (including related software and equipment, if applicable) are acquired and managed.

It is preferred that this survey be completed at the agency level. More detailed information may be collected later if a need for change is validated. Your cooperation is appreciated.

Please note: fields marked with an "\*" are required fields.

### \* 1. Please enter your contact information.

Contact Name:	<input type="text"/>
Agency	<input type="text"/>
Title	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>

### \* 2. Please define the primary mission of the agency.

### 3. List processes and/or programs generating the majority of outbound mail and documents.

1.	<input type="text"/>
2.	<input type="text"/>
3.	<input type="text"/>
4.	<input type="text"/>
5.	<input type="text"/>
6.	<input type="text"/>
7.	<input type="text"/>
8.	<input type="text"/>
9.	<input type="text"/>
10.	<input type="text"/>

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**4. When creating documents for distribution in support of your mission, what document formats are used? Check all that apply.**

- Text with images
- Simplex
- Duplex
- Black and White
- Color
- Other (please specify)

**5. What software tools are used to create your documents? Check all that apply.**

- Adobe PageMaker, InDesign, FrameMaker
- Corel VENTURA
- Microsoft Office (Word, Excel,Powerpoint)
- Microsoft Publisher
- Quark Express
- Other (please specify)

## Document Libraries and Applications

**\* 1. Does a document library (or more than one) exist today?**

- No
- Yes - one
- Yes - multiple libraries

**\* 2. What is the form of your document libraries?**

- Hard copy filing system
- Digital
- Combination

**\* 3. What are the average number of pages per document in your libraries?**

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\* 4. Where are your most common printing/copying requirements satisfied (check all that apply).

- Centralized in agency
- Decentralized in agency
- Third party
- Combination

5. If using a third party vendor (i.e. Kinko's, Sir Speedy, etc), how are the documents submitted and in what format? Check all that apply.

- Physical hard copy
- E-mailed
- E-job submission
- Print-ready format such as PDF or PostScript
- Non print-ready and you are charged for conversion
- Contractual arrangement for multiple services (print, mail, backup CDs, etc)

6. Regarding print work sent to 3rd parties, complete the following:

B&W pages annually (count)

B&W spend annually

Color pages annually (count)

Color average spend annually

7. Regarding 3rd party vendors, why are they used? Check all that apply.

- Convenience
- Productivity
- Cost
- Turnaround time
- Other (please specify)

## Support for Printing/Copying Applications

\* 1. What percentage of documents produced are for external customers?

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\* 2. Do you track print volumes on your network printers?

Yes

No

\* 3. What percentage of documents produced (internal and external) are done in electronic form only?

\* 4. What percentage of your agency print and copy jobs require a staff member to complete finishing and binding tasks (such as stapling, insert into 3 ring binders, etc)?

**5. Regarding your network print jobs:**

What percentage are taken   
to the copier to produce  
multiple sets?

On average, how many sets   
are made of each  
document?

\* 6. How much time per day is spent sorting, stapling, inserting, hole punching, and slip sheeting documents sent to printers?

\* 7. How are print and toner purchased? Check all that apply.

State contract purchase

Other (please specify)

## Mail Survey

\* 1. How much is spent annually for overnight express and courier fees?

\* 2. How much is spent annually for postage, permit mail, and reply mail?

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\* 3. Check all courier services you use to transfer mail and other materials from one agency office to another or to other agencies.

- HANDMAIL
- 3rd party courier service
- Handled by the agency

\* 4. If a 3rd party courier service is used OR if the service is now handled by the agency, how much is spent annually?

\* 5. What is the agency's status of implementing the USPS Intelligent Mail Barcode requirements?

- Completed
- Implementation in process
- Planning in process
- Not a priority

\* 6. Is your agency aware of any trends in volume increasing or decreasing or maintaining current levels over time? Please note applicable percentages.

\* 7. Does your agency have a negotiated contract with an overnight carrier?

- Yes
- No

8. If yes, who is your overnight carrier?

\* 9. What mail management technologies has your agency invested in?

\* 10. Describe your business continuity plan and disaster plan components for mail and print processing.

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**\* 11. What is your agency's:**

Monthly inbound USPS volume	<input type="text"/>
Monthly outbound USPS volume	<input type="text"/>
Monthly count of returned first class mail	<input type="text"/>
Monthly incoming overnight express volume	<input type="text"/>
Monthly outgoing overnight express volume	<input type="text"/>
Monthly incoming courier volume	<input type="text"/>
Monthly outgoing courier volume	<input type="text"/>
Percentage of mail processed with USPS discounts	<input type="text"/>

**\* 12. Are their agency mailings that are required by law to be sent first class or better without address correction (ex. W2s, 1099s)?**

Yes

No

**13. If yes, list those mailings and reference the supporting statute (state or federal).**

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

## Imaging Records Survey

**\* 1. What type of documents are currently imaged?**

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

**\* 2. Where is imaging done?**

- Internal system
- Outsourced
- Combination
- Do not image

**\* 3. What is the scan volume (number of pages) per month?**

<input type="text"/>
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## 4. What image capture solution is used?

Software

Third party solution

## 5. How are imaged documents retrieved (general search, based on filing structure, based on indexing, etc)? Please describe.

## 6. Where are documents stored? Check all that apply.

- Agency servers
- ITS servers
- 3rd party servers

## 7. What digital workflow application is used, if any?

## 8. Where is imaging done? Check all that apply.

- Office/department where received
- Remote office locations
- Centrally
- 3rd party

## Summary and Comments

### 1. Please provide any additional information or comments that will assist in explaining your survey responses.