

**CHAPTER 11**  
**PRINTING**  
**REVISED AUGUST 2025**  
**TABLE OF CONTENTS**

<u>AUTHORITY</u> .....	11-3
<u>POLICY</u> .....	11-3
<u>PURPOSE</u> .....	11-3
<u>PRINTING</u> .....	11-3
Exemption .....	11-3
Submitting Exemption Requests .....	11-3
<u>REQUIREMENTS FOR PRINTING SERVICES REQUESTS</u> .....	11-4
Reproduction Request Form .....	11-4
Print Files .....	11-4
Design Requests .....	11-4
Proofs .....	11-4
Submitting Requests .....	11-4
Time Frames .....	11-4
<u>EMERGENCY/EXPEDITE REPRODUCTION REQUESTS</u> .....	11-5
<u>GRANT-FUNDED PRINT REQUESTS</u> .....	11-5
<u>BUSINESS CARDS</u> .....	11-5
<u>GUIDELINES FOR SPECIALIZED WORK</u> .....	11-6
Stickers .....	11-6
Stationery .....	11-6
Lamination .....	11-6
Posters/Signage/Decals/Banners .....	11-6
<u>ANNEXES</u>	
<u>A</u> – CHP 117, REPRODUCTION REQUEST .....	11-7
<u>B</u> – INSTRUCTIONS FOR COMPLETING A CHP 117, REPRODUCTION REQUEST .....	11-9

THIS PAGE INTENTIONALLY LEFT BLANK

## CHAPTER 11

### PRINTING

1. AUTHORITY. The State Administrative Manual (SAM) Section 2800, and Penal Code Section 2807, et seq., are the authorities for this chapter.
2. POLICY. The Department administers a continuing program for the economical and efficient control of printed material.
3. PURPOSE. The purpose of this chapter is to provide clarification regarding printed material policy and procedures.
4. PRINTING. The Department's preferred choice for printing is the in-house Reproduction Unit (RU) within Business Services Section (BSS). Commands shall contact the Print Coordinator in BSS at [PrintCoordinator@chp.ca.gov](mailto:PrintCoordinator@chp.ca.gov) for all print requests. The Print Coordinator will coordinate with the Office of Primary Interest (OPI) for the completion of the print request through the RU. If the OPI's request exceeds the unit's production capabilities, the Print Coordinator will work with the OPI to authorize an alternative print method. Alternative printing methods (i.e., private vendors) shall not be initiated by OPIs without the Print Coordinator's involvement and cannot be purchased with the Procurement Card, per Chapter 3, Procurement Card Program, of this manual.
  - a. Exemption. Per Department of General Services Management Memo No. 21-05, all printing services across the State that cannot be performed "in-house" must be fulfilled by the Office of State Publishing (OSP) or California Prison Industry Authority (CALPIA). In circumstances when outsourcing from a private vendor may be justified, the OPI must first coordinate with the Department's Print Coordinator to obtain an approved waiver from OSP or CALPIA. The signed waiver is to be included in the procurement packet.
  - b. Submitting Exemption Requests. If determined that printing services cannot be performed in-house or by OSP or CALPIA, the OPI must initiate the exemption request through the Print Coordinator via e-mail. To obtain a waiver, the exemption request must be submitted to the Print Coordinator at least 40 days prior to the purchase being entered into the Financial Information System for California (FI\$Cal). The e-mail must include an explanation for the request and the following project requirements: due date, quantity requested, cost estimate, media type, size, ink color, finishing and packaging, and/or other specifications. The Print Coordinator will complete and submit the appropriate exemption request to an OSP or CALPIA representative. An e-mail or letter notifying the agency of the exemption

request decision (approved or denied) will be sent to the Department's contact. For questions or information about the exemption process, please contact the Print Coordinator at [PrintCoordinator@chp.ca.gov](mailto:PrintCoordinator@chp.ca.gov) or (916) 843-3280.

5. REQUIREMENTS FOR PRINTING SERVICES REQUESTS. Commands shall follow the procedures below when submitting a request for printing services.

- a. Reproduction Request Form. Commands shall complete and submit the CHP 117, Reproduction Request, and the press-ready print file to [PrintCoordinator@chp.ca.gov](mailto:PrintCoordinator@chp.ca.gov). If different types of documents are being requested, they must be submitted on separate CHP 117s.
- b. Print Files. Print files may be submitted by the OPI via e-mail or flash drive in PDF format or may be submitted directly by the Graphic Services Unit via e-mail. All print file names shall match the title of the document as it appears on the CHP 117. Any revisions to the print files shall be submitted with an updated document title with a new version number (e.g., September 2025 Safety Poster Version 2).
- c. Design Requests. For information related to graphic services requests, refer to General Order 70.11, Video and Graphic Services. For design consultation on approved work orders, e-mail a completed CHP 117 and the scope of work to [PrintCoordinator@chp.ca.gov](mailto:PrintCoordinator@chp.ca.gov). For additional questions regarding formatting and artwork setup, contact the Digital Composition Specialist III in the Special Projects Unit at (916) 843-3280.
- d. Proofs. When a proof is requested, the OPI shall respond to RU with approval or edits within three business days. Delays in returning the proof may impact the final delivery date. Revisions shall be indicated in the print file and returned with an updated document title with a new version number.
- e. Submitting Requests. Completed CHP 117s shall be submitted to the Print Coordinator in BSS at [PrintCoordinator@chp.ca.gov](mailto:PrintCoordinator@chp.ca.gov). Print requests shall not go directly to the RU. Completed forms shall include commander and/or designee approval and an expedite signature with justification if necessary (see expedite processing instructions below). The final delivery date is determined by the date the completed request is received by the Print Coordinator, whether a proof is required, and when the RU receives the final print file. Therefore, it is imperative that OPIs plan to ensure timely delivery.
- f. Time Frames. The turnaround times for reproduction requests vary depending on the number of originals as well as the number of impressions. In general, print jobs will be delivered two weeks from receipt of the completed request, or if required, two weeks from receipt of the finalized approved proof. For larger requests (defined as 80,000 impressions or more), annual training materials,

publications, or for items that require mailing, OPIs are advised to contact the Print Coordinator to plan and discuss delivery dates in advance as additional production time may be required.

NOTE: Incomplete requests will not be processed and, as a result, may impact delivery date.

6. EMERGENCY/EXPEDITE REPRODUCTION REQUESTS. In general, reproduction requests with a desired delivery date of less than two weeks are considered an emergency/expedite reproduction request. Offices of Primary Interest shall submit emergency/expedite reproduction requests through their chain of command to the Administrative Services Division Chief with a justification. If the request is approved, commands shall submit the request to the Print Coordinator for processing. When a proof is needed for an emergency/expedite print request, the OPI shall respond to RU with approval or edits within 24 hours with consideration to the requested delivery date. Delays in returning the proof may impact final delivery date. Revisions shall be indicated in the print file title with the version number (e.g., September 2025 Safety Poster Version 2).

7. GRANT-FUNDED PRINT REQUESTS. For grant-funded printed material, OPIs must obtain a quote from the Print Coordinator at [PrintCoordinator@chp.ca.gov](mailto:PrintCoordinator@chp.ca.gov) prior to requesting approval from the Grants Management Unit (GMU) and submitting the CHP 117. The e-mail must include the following print job requirements: total number of finished product (i.e., number of brochures, flyers, posters, etc.); total number of pages in the final product; if materials will be printed in color ink or exclusively black ink; media type (i.e., type of paper, cardstock, envelope, label/sticker, etc.); type of cover (if required); number of tabs (if required); and type of binding (if required). Print files or samples will not be accepted in lieu of this information as the Print Coordinator will not determine the print job details on behalf of the OPI. The Print Coordinator will provide a cost per piece (i.e., per poster, brochure, flyer, etc.). The OPI shall provide the quote and the completed CHP 117 to the GMU to obtain the Grant Stamp Approval prior to submitting the request as outlined in paragraph 5.e. The Print Coordinator will provide signed copies of the CHP 117 for completed jobs to the OPI, Fiscal Management Section, and GMU. The OPIs are responsible for maintaining copies of all completed paperwork and managing payment.

8. BUSINESS CARDS. For information related to business card orders, refer to Chapter 7, Purchases, of this manual. Questions related to business cards may be referred to [BusinessCards@chp.ca.gov](mailto:BusinessCards@chp.ca.gov).

9. GUIDELINES FOR SPECIALIZED WORK. For unique printing questions regarding special stock or media orders, finishing services such as four-hole punch paper, perforations, or scoring, and other specialized work, please contact the Print Coordinator to confirm availability.

a. Stickers. Due to unique finishing work requirements, printing stickers requires additional time for order fulfillment (i.e., artwork setup, printing, laminating, contour cutting, cutting to size, and packaging). Smaller orders may require an additional week for processing; larger orders require an additional 30 days.

b. Stationery. Stationery requests are available for staff at the level of commander and above. Stationery includes printed letterhead and envelopes which are printed in sets of 250. Requests must include two CHP 117s, one for the letterhead and a second for envelopes.

c. Lamination. Laminating services are available for printed material, such as posters, in sizes 12x18 inches to 22x40 inches.

d. Posters/Signage/Decals/Banners. Posters larger than 12x18 inches, wall and floor labels, outdoor signs, and decals require one week of additional time for order fulfillment per each set of 25. Print files for indoor and outdoor wall or floor labels require a contour-cut print file. The file designs can be requested through the Graphic Services Unit.

# ANNEX A

## CHP 117, REPRODUCTION REQUEST

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL <b>REPRODUCTION REQUEST</b> CHP 117 (Rev. 10-24) OPI 076				<input type="checkbox"/> Color Print <input checked="" type="checkbox"/> B/W Print	
SHIP PRODUCT TO <b>Attn: Mayra Hernandez Barrera</b>  Special Projects Unit, 076 601 N. 7th Street Sacramento, CA 95811		DATE REQUEST TYPED <b>01/01/2025</b>	REQUESTED DELIVERY DATE <b>01/15/2025</b>	JOB NUMBER	
		CONTACT PERSON <b>Mayra Hernandez Barrera</b>	LOCATION CODE <b>076</b>	PHONE NUMBER <b>(916) 843-3288</b>	
		FORM/PUBLICATION NUMBER <b>CHP 58</b>	REVISION DATE <b>2/24</b>	PRINT FILE NAME <b>HeadquartersRouteSlip.pdf</b>	
		ORDER QUANTITY <b>100 Pads</b>	NUMBER OF PAGES FOR ONE ITEM <b>2</b>	FINISHED SIZE (W x L) <b>5.5" x 8.5"</b>	
CHP 25, DISTRIBUTION RECORD, ATTACHED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		PROOF REQUESTED <input type="checkbox"/> Hard Copy Proof <input type="checkbox"/> No Proof <input checked="" type="checkbox"/> Digital Proof		SAMPLE PROVIDED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
DOCUMENT					
<input checked="" type="checkbox"/> E-mailed Print File to PrintCoordinator@chp.ca.gov <input type="checkbox"/> On CD/Flash drive (supplied in PDF format) <input type="checkbox"/> Hard Copy Original (supplied)		<input type="checkbox"/> Graphics <input type="checkbox"/> Shared Drive <input type="checkbox"/> Reproduction Unit			
TYPE OF DOCUMENT <b>Forms/Route slips/Pads</b>					
PAPER STOCK <b>Regular 20#</b>			PAPER COLOR <b>Pink</b>		
TYPE <input checked="" type="checkbox"/> Pad <input type="checkbox"/> NCR		PAGES PER SET		CHIPBOARD BACK	
<input checked="" type="checkbox"/> Non NCR		<b>50</b>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
		SHEETS OR SETS PER PAD		PAD GLUE LOCATION	
				<input checked="" type="checkbox"/> Top <input type="checkbox"/> Side	
SPECIAL INSTRUCTIONS - Print double-sided - 100 pads/box					
GRANTS				TOTALS	
TOTAL COST					
COMMANDER/DESIGNEE'S SIGNATURE <b>Katie Nishida</b> <small>Digitally signed by Katie Nishida Date: 2024.12.02 08:53:56 -0800</small>		EMPLOYEE ID# <b>A18525</b>		EXPEDITE PRINTING (ASD CHIEF) 	
<b>OFFICE USE ONLY</b>					
PRINT COORDINATOR		PRE-PRESS	PROOF REQUESTED	REPRODUCTION USE ONLY	
DATE RECEIVED	<input type="checkbox"/> SSU Item CURRENT INVENTORY	INITIALS	DATE SENT TO REQUESTER DIGITAL PROOF:	DATE REPRODUCTION LOGGED IN	PRINTER'S INITIALS & DATE COMPLETED
	MONTHLY USAGE		HARD COPY PROOF:		
DATE SENT TO RU	ITEMS PER BOX	DATE PROCESSED	DATE APPROVED BY REQUESTER DIGITAL PROOF:	DATE RELEASED	
	TOTAL NUMBER OF BOXES		HARD COPY PROOF:		
Destroy Previous Editions <span style="float: right;">Chp117_1024.pdf</span>					

THIS PAGE INTENTIONALLY LEFT BLANK

## ANNEX B

### INSTRUCTIONS FOR COMPLETING A CHP 117, REPRODUCTION REQUEST

Please read the following instructions carefully before completing the CHP 117, Reproduction Request. All fields must be completely and accurately filled out for the request to be accepted and processed. Any incorrect or missing information will result in the form being returned for corrections. For additional information, please visit the [Business Services Section, Reproduction Unit Intranet site](#). If you have any questions regarding the completion of this form, please contact the Print Coordinator via e-mail at [Printcoordinator@chp.ca.gov](mailto:Printcoordinator@chp.ca.gov).

**Color or B/W:** Select the Color or Black and White checkbox.

**Ship Product To:** Enter delivery address for completed print work. If delivering to multiple locations, please attach a completed CHP 29, Distribution Record.

**Date Request Typed:** Enter the date the request is submitted. This date should match or be close to the date of the submitted e-mail.

**Requested Delivery Date:** The Reproduction Unit (RU) has a minimum turnaround time of two weeks. Otherwise, an expedite will need to be approved by the Administrative Services Division Chief. Please plan accordingly to avoid delays.

**Contact Person:** Identify a point of contact for the request.

**Location Code:** Enter the location code for the command submitting the request.

**Phone Number:** Enter a phone number for the point of contact.

**Form/Publication Number:** Leave this section blank if the request is not for a California Highway Patrol (CHP) form.

**Revision Date:** Only applicable to CHP forms. Enter the most recently approved revision date. The RU will only print revisions that have been approved and finalized.

**Print File Name:** Identify the name of the document(s) being printed (i.e., "xxxxxxxxxxxx.pdf"). Do not shorten or describe the project in this section.

**Order Quantity:** Enter the total number of items requested. If different print jobs are being requested on a single CHP 117, please enter the number of items requested per document.

**Number of Pages for One Item:** Include the total number of pages printed for one product. A sheet printed on two sides counts as two pages.

## ANNEX B

### INSTRUCTIONS FOR COMPLETING A CHP 117, REPRODUCTION REQUEST (continued)

**Finished Size (W x L):** Enter the desired finished size for the request. The print file needs to be the correct sheet size. If the file is not within the correct proportions, some cropping may occur. For posters and photographs, if the color needs to bleed off the edges, the photo may be slightly cropped to accommodate the bleed. If the image does not proportion properly, the Digital Composition Specialist may need to add a white border to the image.

**CHP 29, Distribution Record, attached:** If the product is being delivered to multiple locations, the requestor needs to submit a completed CHP 29. Identify each headquarters and Area office the product needs to be shipped to. Ensure the total on the CHP 29 matches the total quantity ordered on the CHP 117.

**Proof Requested:** Indicate whether a proof from the RU is requested. A proof is a printed sample of the project submitted and allows room for changes to the print job. Please ensure this is accounted for in the requested delivery date. To avoid delays, expedited requests have a same-day approval timeline.

**Sample Provided:** Select one of the two checkboxes to indicate if a physical sample was provided to the RU.

**Document:** Print files should be submitted in PDF format by the Office of Primary Interest (OPI) or the Graphic Services Unit, via e-mail, CD/Flash drive, or shared drive. If a PDF is not available, provide a hard copy.

**Type of Document:** Select the type of product requested. Select an option from the dropdown menu and include all relevant details for the print job. Do not leave blank boxes.

**Special Instructions:** If needed, include any additional comments regarding the scope of work.

**Grants:** For grant-funded material only. Include the grant or program name and contract number.

**Totals:** Enter the total quantities requested.

**Total Cost:** Estimated cost value of print work provided by the RU.