

DESK MANUALS FOR OFFICE PROCEDURES

A desk manual can be of immense help in an office situation. The order in which a desk manual is put together will differ from person to person. It should be set up in such a way as to be of benefit to you in your job here at BYU-Idaho. The following is a sample outline of a desk manual. It is suggested that the manual be placed in a three-ring binder for ease of use. In training sessions and meetings, you will receive things that you may like to add. Occasionally, evaluate your desk manual and make corrections and changes to keep your manual current.

Topical outline for procedures section of the desk manual:

I. Incoming Mail

A. Mail register

1. Explanation of posting procedure
2. Sample form

B. Distribution of the mail

II. Correspondence and Reports

A. Interoffice correspondence

1. Model interoffice memorandum forms
2. Number and distribution of copies

B. Outside correspondence

1. Model letter forms
2. Stationary examples
3. Number and distribution of copies
4. Form letters and guide letter paragraphs

C. Authorization for rush items and turnaround time

D. Executive document format preferences

E. Document backup procedures

F. Dictation instructions

G. Mail Schedules

III. Company Forms

A. Models of all forms

B. Instructions for completing

C. Number and distribution of copies

D. Signature authorizations

IV. Filing

A. Centralized filing system

1. Materials that go to centralized file
2. Procedure for release of materials
3. Procedure for obtaining materials for filing

B. Administrative assistant's file (full explanation of filing system)

C. Transfer and storage/retention policies

V. Financial Duties

A. Bank account

1. Procedure for making deposits
2. Procedure for reconciling the bank statement
3. Disposition of canceled checks and bank statements
4. Location of bankbook and checkbook

B. Payments of recurring expenses (membership dues and miscellaneous fees)

1. Dates of payments
2. Procedures for payments

C. Petty cash

1. Location of fund
2. Regulations covering expenditures from fund
3. Filing of receipts
4. Procedure for replenishing fund

VI. Information Systems and Electronic Equipment Available within the Organization

A. Locations

B. Instructions for using services

C. When to use

VII. Office Machines

A. Inventory of machines in office (serial numbers and purchase dates of all machines)

B. Repair services (service contracts, name, and telephone number of each service)

C. Software programs

D. Directory of operations manuals

E. Service contracts and lease agreements

F. Machine codes and special functions

VIII. Supplies

- A. List of supplies to be stocked
 - 1. Quantities of each to be ordered
 - 2. Names and addresses (or telephone numbers of suppliers)
- B. Procedure for obtaining suppliers
- C. Procedure for controlling supplies

IX. Subscriptions and Publications

- A. Names, number of copies, renewal dates
- B. Procedure for renewal
- C. Routing of publications in office

X. Public Relations

- A. News releases
- B. Announcements

XI. Telephone Procedures

- A. Types of services available
- B. Regulations for use of various types of telephones
- C. Procedures for reporting toll charges
- D. Special instruction relating to use of equipment
- E. Procedures for using voice mail.

XII. Telecommunications

- A. Examples of FAX, electronic mail (e-mail)
- B. Number and distribution of copies
- C. Procedure for sending
 - 1. Determination of method used
 - 2. Time restrictions
- D. Procedure for recording changes

XIII. Reprographics

- A. Types of equipment available
- B. Procedures for using equipment
 - 1. Procedures for determining the method used

2. Procedures for controlling confidentiality
3. Procedures for controlling excessive copying
4. Guidelines for requesting reprographic services
5. Special instructions on selection, enlargement, etc.
6. Name, address, and telephone number of local vendor
7. Copies of repair order and service agreement

XIV. Travel

- A. Employer's travel and hotel preferences
- B. Names and telephone numbers of persons in travel agency or airlines office
- C. Locations of timetables
- D. Model itinerary
- E. Method of ticket pickup
- F. Expense report form

1. Number and distribution of copies
2. Receipts required

XV. Reference Section

- A. Technical vocabulary
 - B. Product information
 - C. Price lists
 - D. Standard proofreaders' marks
 - E. Company information
1. Organization chart
 2. Employee directory
 3. Holiday schedules, policies or parking, etc.

XVI. Internet and Web Page Information