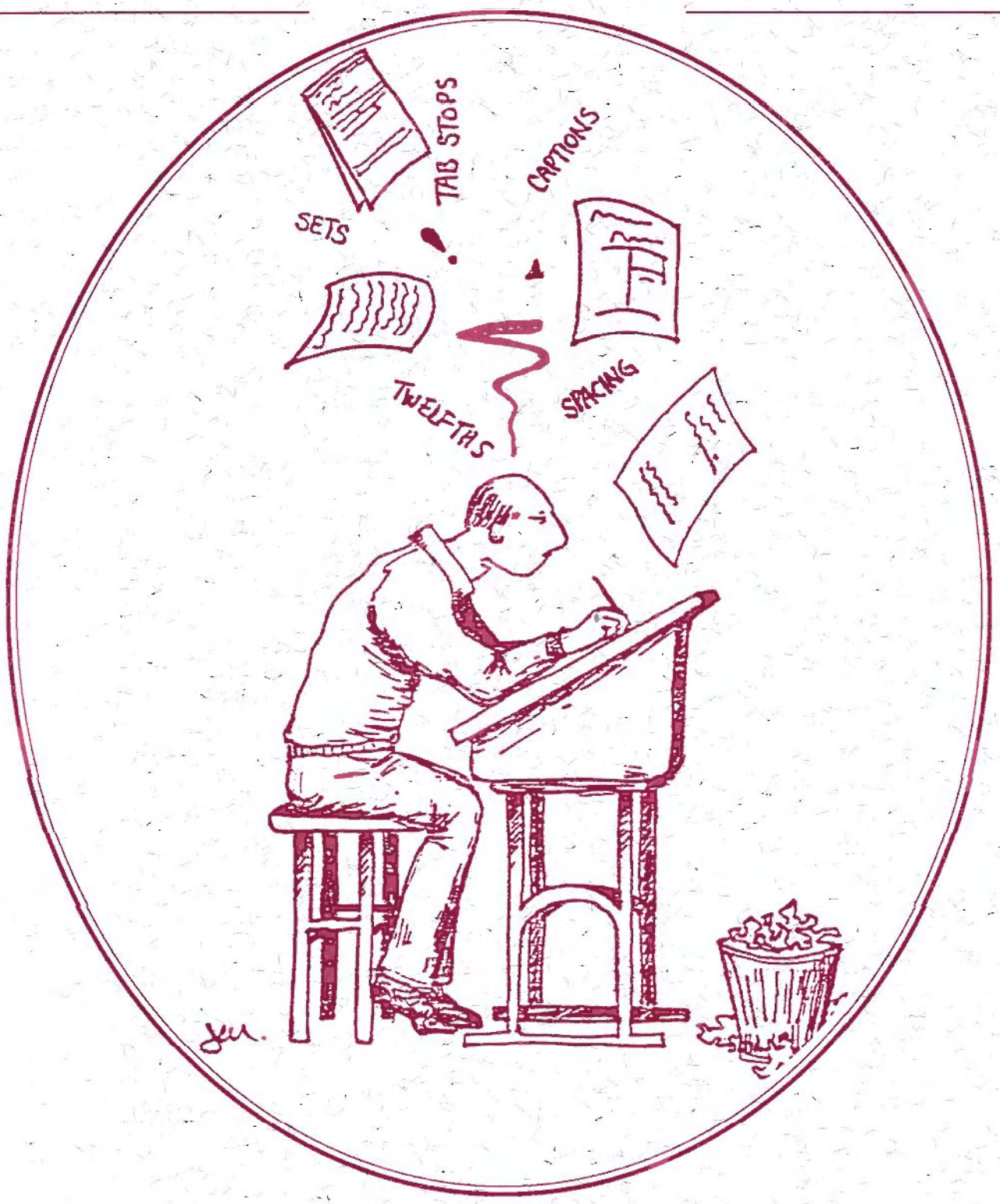

STATE OF CALIFORNIA
DEPARTMENT OF GENERAL SERVICES - OFFICE OF RECORDS MANAGEMENT

FORMS DESIGN HANDBOOK

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foreword

"This Handbook is intended to serve as a technical guide for those involved in the development and design of forms.

The initiation of the Forms Management Program brought to light the need for departmental personnel trained in the technique of forms design. This Handbook is intended to serve as a technical guide for those involved in the development and design of forms. It should be used in conjunction with the Forms Management Handbook, which is also available from the Office of Records Management.

Design is one of the essential elements of forms management. Well constructed properly designed forms can be:

- processed more efficiently, and
- printed more economically, thus reducing operating costs.

Additionally, since many State forms are filled in by the public, they can, if properly developed, enhance the image of State government.

It is hoped that this Handbook will be of value to those concerned with forms by assisting and guiding them in the development of efficient and economic State forms.

Department of General Services
Office of Records Management
Forms Management
June, 1990

I.
basic steps

...the same steps are applicable to forms designed on a computer screen.

The purpose of this part of the Handbook is to describe briefly and in sequence the basic steps in forms design. It presupposes that a basic inquiry has been made into the purpose and necesity of the form, possible consolidation with existing forms, and clarity of wording of the items to be printed on the form. Forms analysis is covered in detail in the Forms Management Handbook, which is available from the Office of Records Management.

While the instructions in this Handbook demonstrate manual techniques, the same steps are applicable to forms designed on a computer screen.

The basic steps in forms design are:

1. **Prepare a Rough Draft**
   Using a No. 3 pencil and note paper, make a rough sketch of the proposed form. Use the techniques contained in this manual to produce a well organized rough draft. Particular concern should be given to sequence of data, possible grouping of related data, adequate space for ill-ins, and the final size of the form. If you are revising an existing form, it may help to circle in blue pencil troublesome portions on the form and make notes in the margins for corrections. (Figure 1 below, and Figures, 2 and 3 on Pages 3 and 4, illustrate development of a typical rough draft.)

2. **Outline Form on Grid Paper**
   Refer to the sections on "Sizes" and "Margins" in Part II of this Handbook. Forms design grid paper is available in two sizes - 8-1/2" X 11" (STD. 111A) and 17" X 11" (STD. 112A). If the form to be designed is smaller than either of these dimensions, use a blue pencil and outline the finished size in the upper left portion of the grid paper used. Also with a blue pencil, outline the right and bottom margins by drawing dotted lines. The top and left margins are already provided on the grid paper. The area from margin to margin is referred to as the "image." Next, referring to the section on "Horizontal and Vertical Spacing" in Part II and the notes on your rough draft, use a lead holder with a No. 3 or 4 lead insert and a ruler to draw in the needed rules (lines) of the form. (Figures 2 and 3 illustrate these steps.)

3. **Enter Static Data on Grid Paper**
   Review the static data. Static data are all the words such as captions, headings, and instructions on your rough draft. Then, using the lead holder, print this static data on the grid paper in the same sequence and appropriate location as it is on the rough draft. (See Figure 3 on Page 4.)

4. **Secure Approval for the Form**
   After step 3, the designed or redesigned form should fairly approximate the final printed product. Make a photocopy of the form drawn on the grid paper and submit it to the originator for approval. If there are any corrections, make them on the original.

5. **Indicate Print Size and Rule Weights**
   Using the information on Pages 44 through 48 of this Handbook as a guide, indicate with a blue pencil on the original the type face and line weights (See Figure 3 on Page 4.) Submit the coded original and specifications to the unit or individual responsible for the procurement of the printed form supply.

Measurements within circles indicate where adjustments have been made.

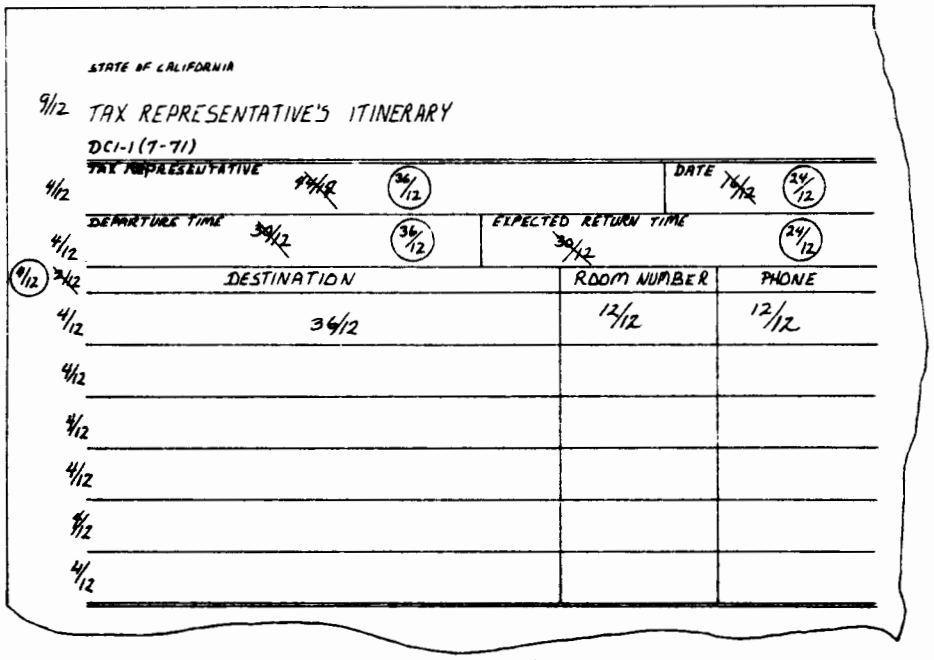
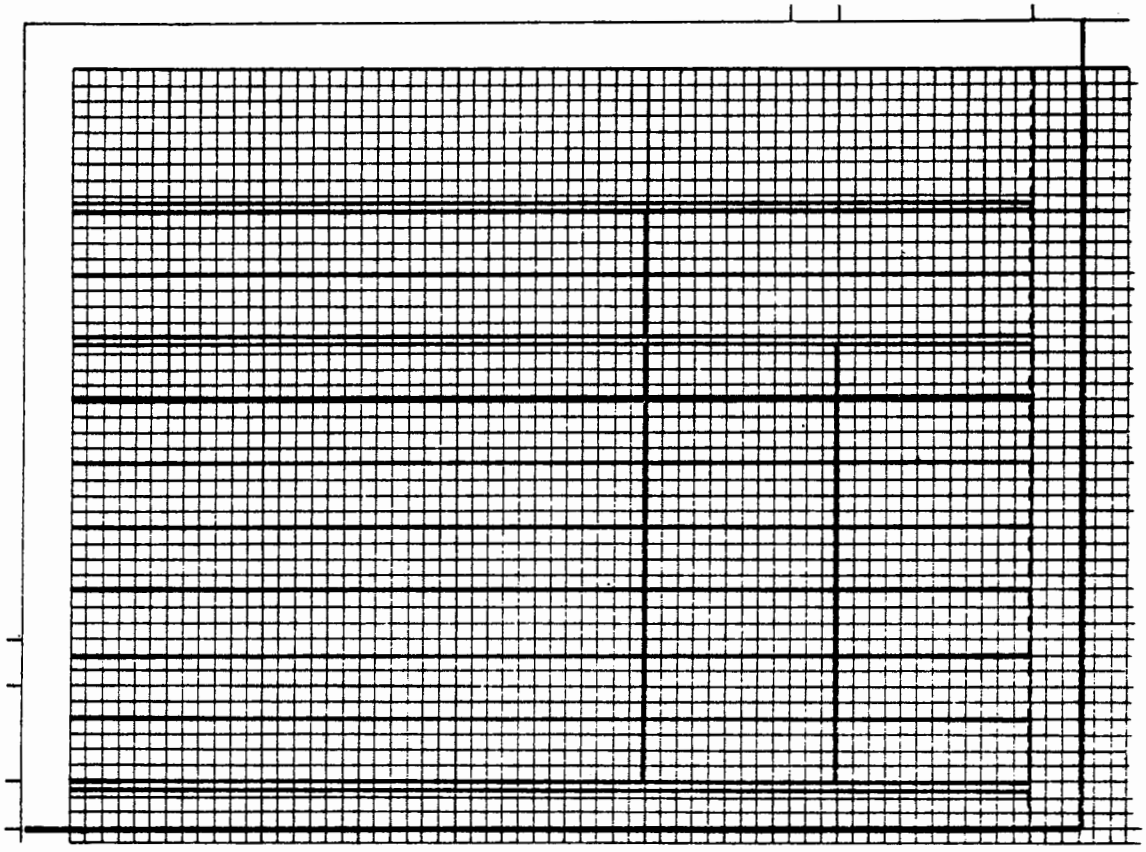


FIGURE 1. Rough Layout of A Form

FIGURE 2. Layout of Spacing Requirements on Grid Paper



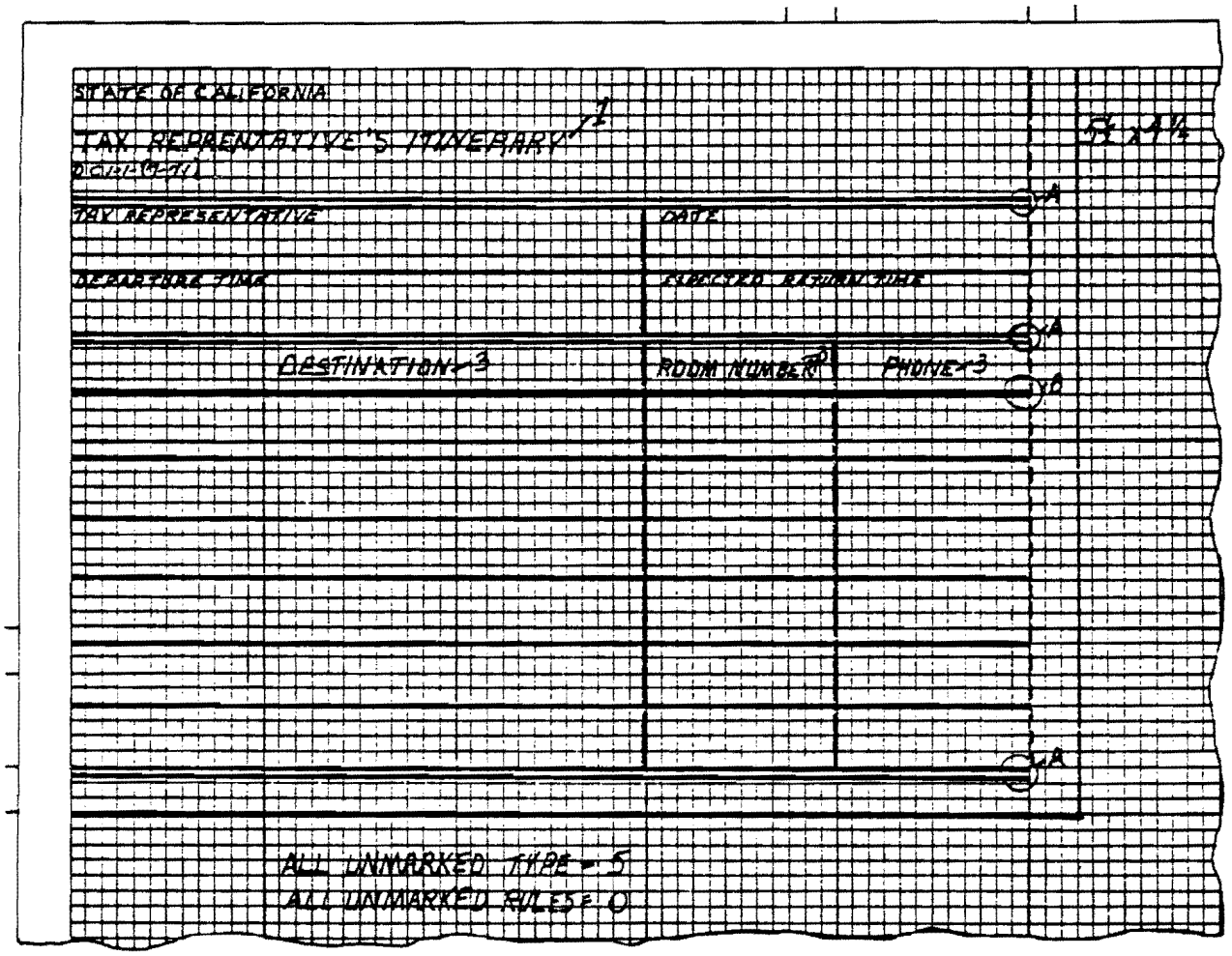


FIGURE 3. Draft Coded for Type Faces and Rule Weights

NOTE: Type face and line weight codes are indicated on the drawing in blue pencil after the form is approved by the originator.

II. elements

"Off" size forms with inadequate margins are costly to produce, process, and file.

The form size, its margins and its spacing are important design considerations. "Off" size forms with inadequate margins are costly to produce, process, and file. Inadequate spacing can result in time and effort wasted for those filling out and processing forms. Also, it can complicate retrieval of data from completed forms. The following sections in Part II offer some guidelines and suggestions for handling these basic elements.

SIZES

The sizes of paper stock on which forms are printed have been standardized. This has resulted in standardization of sizes for forms as well as for equipment and supplies--files, binders, and envelopes--used with forms. The standard sizes are given in the chart below. Forms designed in these sizes cut without waste from standard size sheets of paper and are economical to reproduce.

Other sizes may be printed economically if the form is ordered from a printer, such as the Office of State Printing, which prints forms primarily from roll-paper stock rather than from cut sheets.

BOND, LEDGER, MANIFOLD

BASIC SHEET	FORM SIZE			COMMENTS
17" X 22"	2" X 2-3/4"	4-1/4" X 5-1/2"	8-1/2" X 11"	Use these sizes whenever possible.
	2-3/4" X 4-1/4"	4-1/4" X 11"	11" X 17"	
	3-2/3" X 8-1/2"	5-1/2" X 8-1/2"	17" X 22"	
17" X 28"	2" X 3-1/2"	4-1/4" X 7	8-1/2" X 14"	Use only when sizes under 17" X 22" will not suffice.
	3-1/2" X 4-1/4"	4-1/4" X 14"	14" X 17"	
	3-1/2" X 8-1/2"	7" X 8-1/2"	17" X 28"	
19" X 24"	2-3/8" X 3"	4-3/4" X 6"	9-1/2" X 12"	Use only after determining that paper is available without special purchase.
	3" X 4-3/4"	4-3/4" X 12"	12" X 19"	
	4" X 9-1/2"	6" X 9-1/2"	19" X 24"	

FIGURE 4. Standard Form Sizes

MARGINS

The margin of a form is that part of the page outside the body (image) of the printed matter. Margins vary with and are determined by reproduction, writing, binding and filing requirements. All of these requirements must be considered in the design of the form.

The left and right margins of a form are not ruled. Such rules serve no useful purpose and tend to increase production problems and costs.

REPRODUCTION REQUIREMENTS

Gripper margins are required by printing equipment to allow for the mechanical gripping of the paper as it passes through the press. The size of this margin varies with the type of equipment used. So that forms may be reproduced on any Government or commercial equipment, standard margins--sides, top, and bottom--normally are 1/4" (See Figure 5 on page 8.) If forms are to be printed in an in-house print shop, the shop supervisor must be consulted about gripper margins.

For **vertical file cards**, standard margins--sides, top, and bottom--are 1/8" (See Figure 6 on Page 8.) These narrow margins do not conflict with reproduction requirements, and therefore, are desirable to provide more useable space on these small forms.

For **visible index cards**, the top and side margins are 1/8". At the bottom, the vertical rules extend to the perforation between the form and 3/4" stub. (See Figure 7 on Page 8.)

WRITING REQUIREMENTS

Typewriter. If information is to be typewriten into the last writing line on a form, a 1/2" to 3/4" bottom margin is allowed. (See Figure 9 on Page 8.) This will keep the paper from moving out of line or slipping out of the feed rollers. If the last line is to be filled in by hand, such as a signature line, the standard 1/4" bottom margin is allowed.

Office Machine. If a form is to be filled in by office machine (accounting, bookkeeping, tabulating, computer, etc.) the vertical and horizontal limitations of the machine must be taken into consideration and the margins on the form adjusted accordingly.

BINDING AND FILING REQUIREMENTS

When forms are to be bound in a ring or post binder, in a folder, or on a clip board, marginal requirements for the binding edge only are affected. This margin must be wide enough so that the necessary punching, or binding, or both, will not obscure any of the information on the form.

Ring Binder. A minimum of 5/8" is required for the binding margin of forms designed for a 1" ring binder. (See Figure 10 on Page 9.)

Post Binder. The size of the binding margin for forms designed for a post binder depends upon the capacity of the binder. Minimum requirements are listed below. The binder most commonly used is the 2" size which requires a 1-1/2" margin. (See Figure 11 on Page 9.)

BINDER CAPACITY	BINDER MARGIN
1" to 1-1/2"	1-1/8"
2" to 2-1/2"	1-1/2"
3" to 4"	2"
5"	2-1/4"

Folder with Prong-Type Fastener. Forms may be fastened in a folder at the top, bottom, or side, to meet varying conditions. Minimum requirements are given below.

Top Binding. The binding margin is 1" from the top edge of the form to the first horizontal rule or fill-in item. Form titles or instructions may be printed in the binding margin below the area to be punched, usually 5/8" from the top edge of the form. (See Figure 12 on Page 9.)

Bottom Binding. The binding margin is 1" from the last rule on the form to the bottom edge. This requirement also applies when forms to be bound at the top are printed on both sides. (See Figure 12 on Page 9.)

Side Binding. The binding margin is the same as that for a form designed for a ring binder. (See Figure 10 on Page 9.)

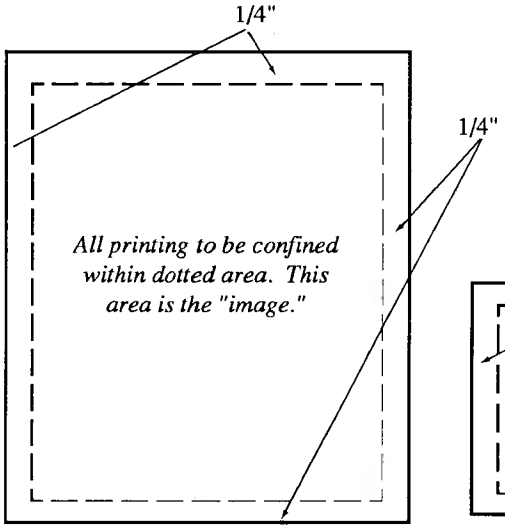


FIGURE 5. Standard 1/4"Margins

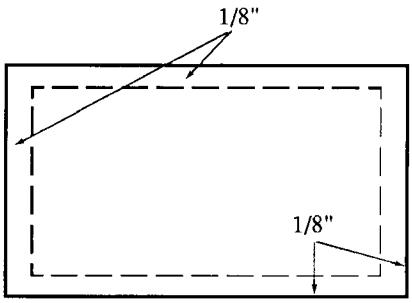


FIGURE 6. Vertical File Card

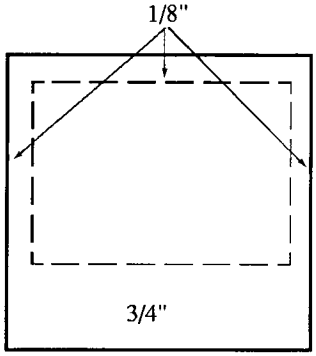


FIGURE 7. Visible Index Card

NOT RECOMMENDED

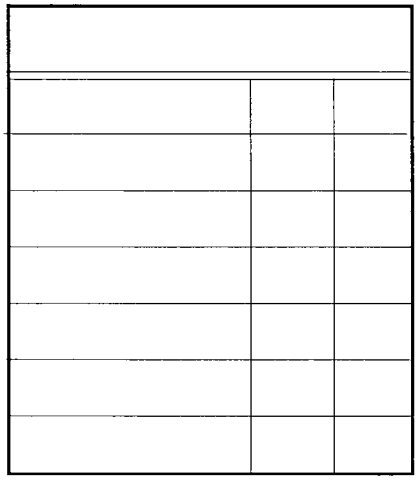


FIGURE 8. Bleeding to Edge of Page (no margin) **Not Recommended**

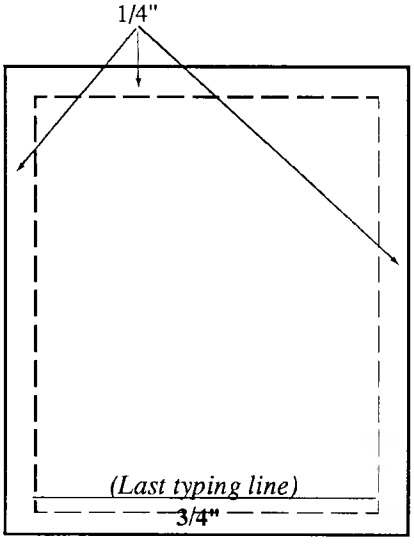


FIGURE 9. Margin for Typewritten Entry at Bottom of Page

(12)

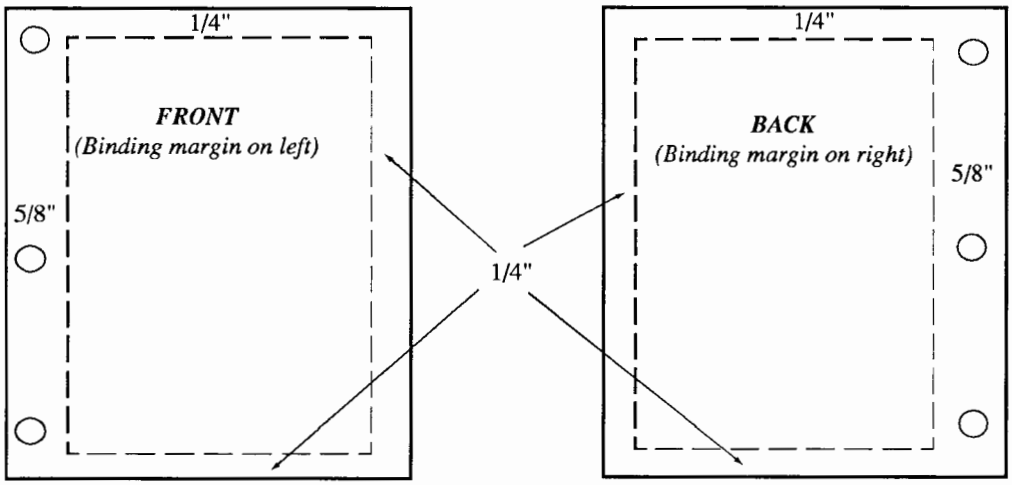


FIGURE 10. Ring Binder

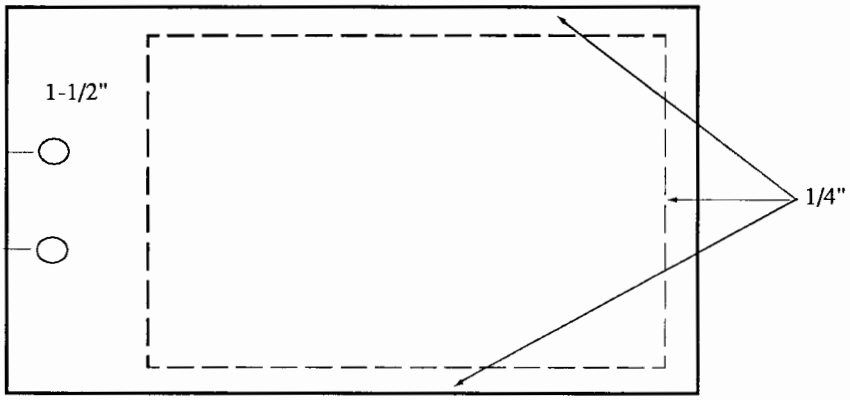


FIGURE 11. Post Binder

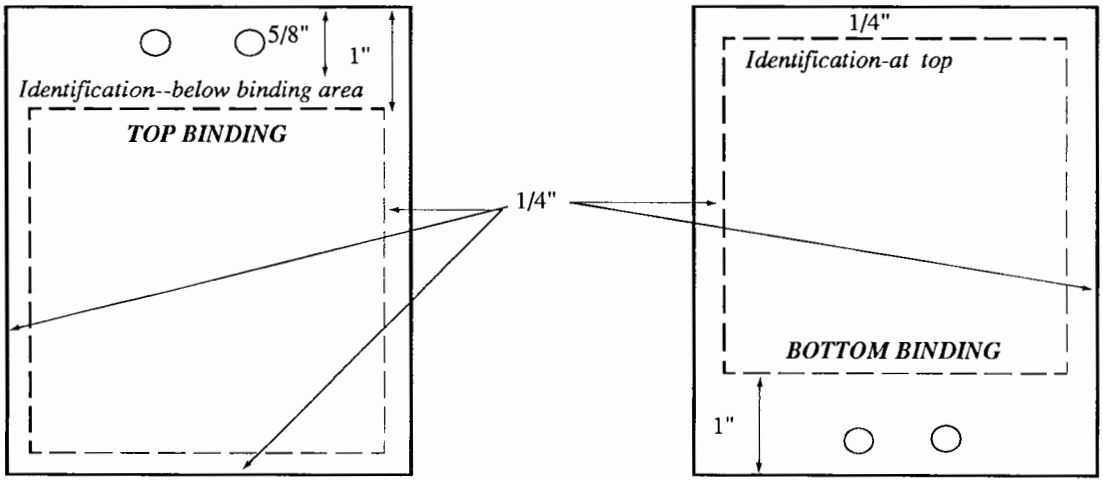


FIGURE 12. Prong-Type Fastener

(13)

HORIZONTAL AND VERTICAL SPACING

Horizontal and vertical space requirements are determined by the maximum amount of data to be entered on the form. The writing method used to enter the data determines the unit of measurements used in establishing these space requirements.

Horizontal spacing is based on the number of characters per inch for the various writing methods used to enter the data. A character of data is a letter, a numeral, a mark of punctuation, or a space between words. Vertical spacing is based on the number of lines per inch.

The majority of forms are filled in by entering the data by hand, typewriter, or both. Minimum space requirements for each method of fill-in are given below.

Hand Fill-In (See Figure 13 below.)

Horizontal: 1/8" per character.

Vertical: 1/4" (3/12") between horizontal writing lines. An exception would be when using the "box" (upper left corner) style which requires a minimum of 4/12" between horizontal writing lines.

Typewriter Fill-In (See Figure 14 on Page 11.)

Horizontal: Elite type - 12 characters per inch (12-pitch).

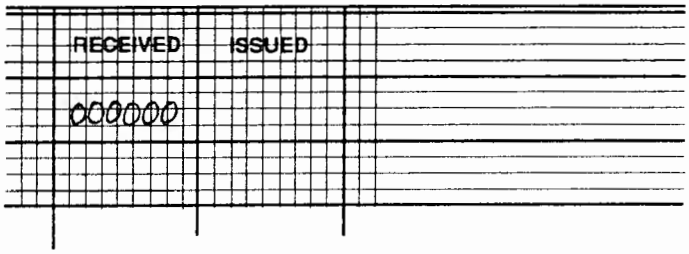
Pica type - 10 characters per inch (10-pitch).

A **minimum** of one extra space is added to the required number of characters to prevent crowding.

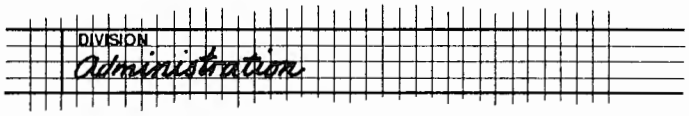
Vertical: 1/6" (2/12") for each line of typing. Vertical spacing on all typewriters is 6 lines per inch. Then, spacing for horizontal lines of typing is in multiples of 1/6" (2/12") so that, after the form is adjusted in the machine for the first line of typing, spacing is automatic.

Usually a form that will be filled in by typewriter should be designed using double typewriter spacing (4/12"). If those filling out the form are primarily people who may be vision-impaired, triple typewriter spacing could be considered. This allows larger type sizes to be used, but may force the form to extra pages.

Writing lines should always be provided on handwritten forms.



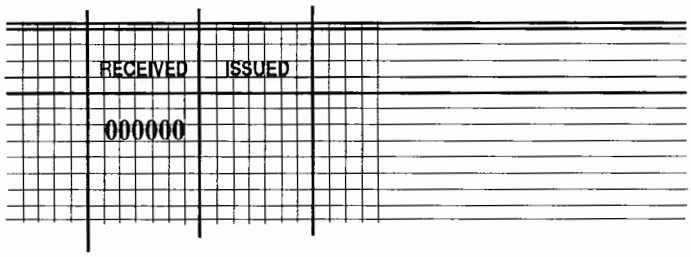
In this illustration, space is required for a maximum of 6 digits. On the basis of 1/8" for each digit, 6/8" (9/12") is allowed for the column width. When a column of figures is to be added, column width is governed by maximum number of digits in the total.



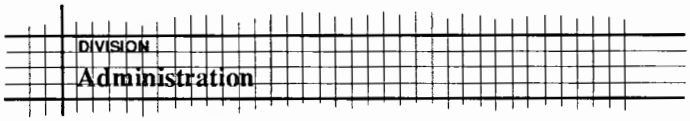
Space for handwritten words is determined in the same manner as for figures.

FIGURE 13. Hand Fill-In

Writing lines need not be provided on columnar forms for typewriter fill-in.



In this illustration, space is required for a maximum of 6 digits. On the basis of 1/12" for each character, plus 1/12" to avoid crowding, 7/12 is allowed for the column width. When a column of figures is to be added, column width is governed by maximum number of digits in the total.



Space for typewritten words is determined in the same manner as for figures.

FIGURE 14. Typewriter Fill-In

Optional Hand or Typewriter Fill-In

If a form may be filled in either by hand or typewriter or a combination of both, the horizontal space is determined by hand fill-in requirements and the vertical space by typewriter requirements.

Other Office Machine Fill-In

If a computer, accounting machine, tabulating machine, or other special office equipment is to be used in filling in the form, the mechanical requirements of such equipment must be taken into consideration in arranging both the horizontal and vertical spacing of the form.

16 BLANK (15)

III. design techniques

Most are basically simple and involve little more than the application of good judgement.

All of the sections in Part III relate to the basic techniques of arranging the content of a form. You have undoubtedly seen most of these techniques used on forms you have worked with in the past. Most are basically simple and involve little more than the application of good judgement. Many will be applicable to any form being designed. However, seldom will all techniques apply to one given form. In general, it will be up to the designer's judgement as to when, where, and how the techniques can best be used. Practice and experience will enhance the designer's judgement.

AGENCY IDENTIFICATION, TITLES, FORM NUMBERS, AND DATES

Forms must be identified to the State and the generating agency. (See the State Administrative Manual, Section 1633.) All forms must also bear a title, a form number, and a date for identification and control purposes. These elements simplify reference to forms and facilitate the requisitioning, stocking, and issuing of forms. They also facilitate identification of a form and the specific version of that form if questions are received from other agencies or members of the public.

Title. A title should be brief yet completely descriptive of the subject and function of a form. Although "Management Report," for instance, is a brief title, it is not a completely descriptive one. It denotes that the subject is "management" and the function is "to report." However, there may be a number of management reports for different purposes. Then, a word which defines the subject is needed to make the title clear. "Forms Management Report" is an example of a completely descriptive title. Empty terms such as blank, sheet, form, and card should be avoided as they refer to the physical aspects of a form rather than to its function. For a further discussion of titles and a listing of keywords used in titling forms, see the Forms Management Handbook.

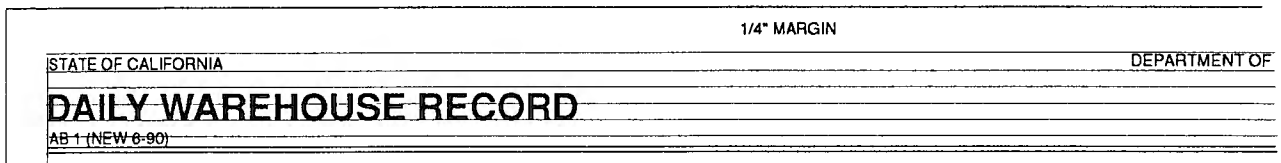
Subtitle. In some instances, a subtitle is desirable to explain or qualify the main title. If, for example, there is more than one "Daily Warehouse Record," each form should be distinguished by a subtitle, such as "Shipments and Receipts." (See Figure 17 on Page 15.)

Form Number. If the departmental forms program is centralized, the form number will be assigned by the agency Forms Coordinator. If the forms program is decentralized, the number is assigned by the forms coordinator of the activity originating the form.

Creation or Revision Date. The creation date, if the form is new, or the revision date if the form is being updated, must be placed on the form, preferably immediately following the form number.

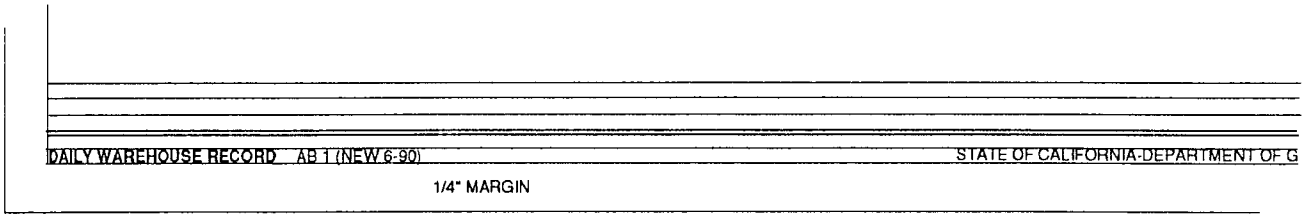
Location of Title, Form Number and Date. As the title, form number, and date are the means of identifying forms, they should be placed together. They are located in an area not used for reference data. This location varies because of filing and binding requirments, space limitations, writing requirements, etc. (See Figures 15 and 16 below and 17 through 23 on Pages 15 and 16.)

FORMS GENERALLY



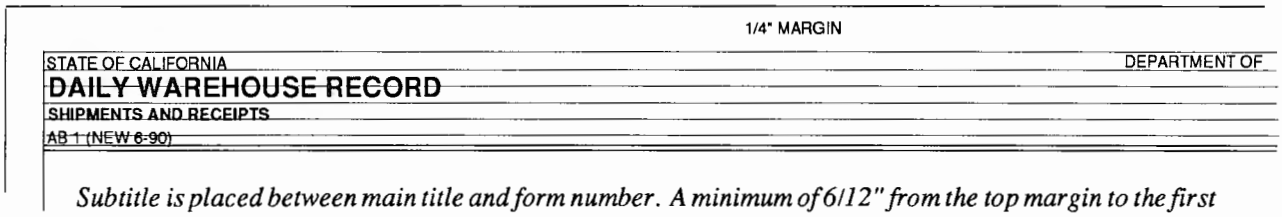
Normally, State of California, title, form number and date are placed in the upper left corner in a three-line arrangement with department name in the upper right. A minimum of 6/12" from the top margin to the first horizontal rule is required for these items. More space may be allowed if available. If space is at a premium, the type size for the form title may be reduced so that only 5/12 are used for this information, but may create a crowded appearance.

FIGURE 15. Identification at Top



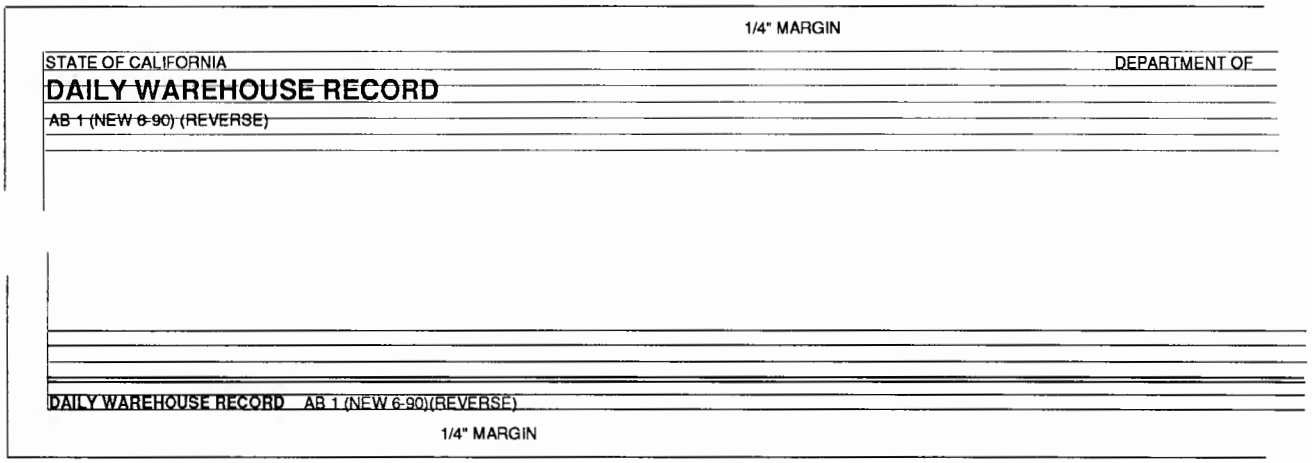
If space at the top of the form is required for other data, State of California, department name, form title, form number and date may be placed at the bottom, on one line.

FIGURE 16. Identification at Bottom



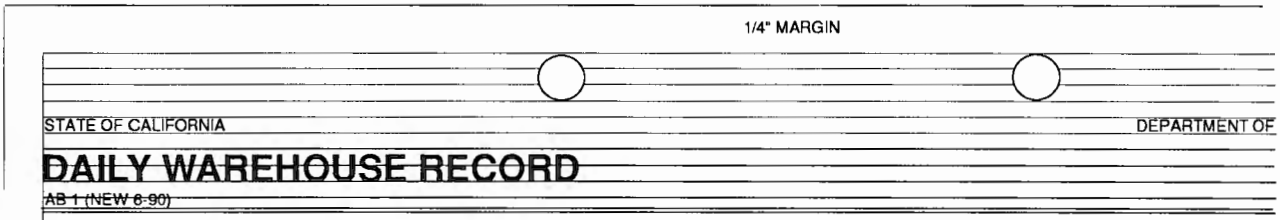
Subtitle is placed between main title and form number. A minimum of 6/12" from the top margin to the first horizontal rule is required for these items. Type sizes must be adjusted to accommodate this minimum amount of space. More space may be allowed if available.

FIGURE 17. Subtitle



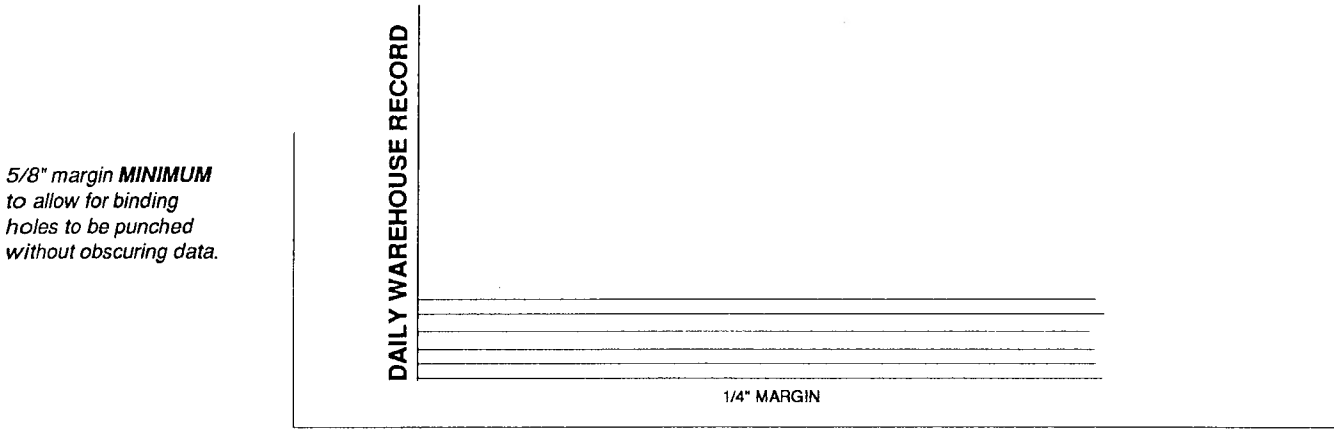
If a form is printed front and back with different information, the identification, including the word BACK" or "REVERSE" in parentheses, is placed on the reverse side either in the upper left or on one line in the lower left corner.

FIGURE 18. Reverse Side



If the form is punched at the top for filing on a prong-type fastener, or if the form is to be bound with a clip, identification is placed below the binding area so that it is not obscured by the fastener.

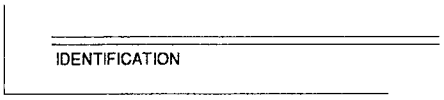
FIGURE 19. Below Top Binding Edge



If all available space on a form for a ring binder is required for fill-in data, identification for the form is placed in the binding edge.

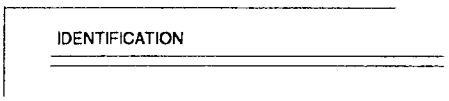
FIGURE 20. Side Heading

CARD FORMS



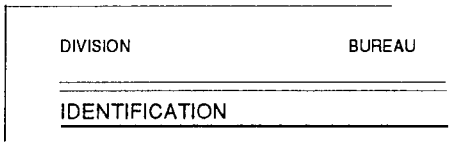
Identification is placed on one line in lower left corner below last horizontal rule.

FIGURE 21. Vertical File Card



Identification is placed on one line in upper left corner above first horizontal rule.

FIGURE 22 Visible Index Card



Identification is placed on one line just below reference items.

FIGURE 23. Visible/Vertical Card

SEQUENCE, GROUPING, AND ALINEMENT

The data which are to appear on a form and the procedure involved in its use require careful analysis to assure that the data are arranged in logical sequence. Therefore, the following factors must be considered.

Source and Subsequent Use of Data. The majority of forms in some way relate to other forms and operations. If the data on a form are transcribed from or to another form, the sequence of items and their relative positions on both forms should be similar. (Compare Figures 24 and 25 below.)

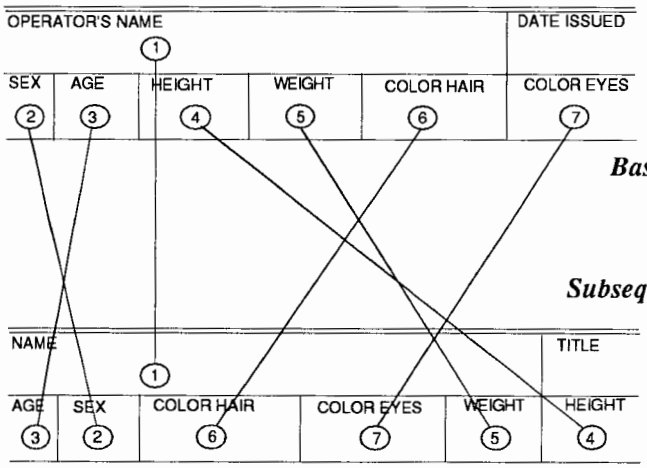
Grouping of Data. If different persons are to enter data on the same form, the data to be filled in by each person are grouped according to the natural divisions of the operations involved. (See Figure 26 on Page 18.) This obviates searching or backtracking and speeds up the work for all concerned. Related items, as well as related divisions, are grouped. (See Figure 27 on Page 18.)

Alinement of Data. The data on a form must be arranged so that the flow of writing is continuous from left to right and from top to bottom. When this straight-line flow concept is observed, data are entered on the form without any waste motion. Items on a form are alined vertically for common tabular and marginal stops. This is illustrated in Figures 28 through 31 on Page 19.

Wording of Captions. Captions on a form are the guides for entering the data. As they have a definite effect on interpretations made by personnel who record and use the data, they should be objective, brief, and self-explanatory to all concerned.

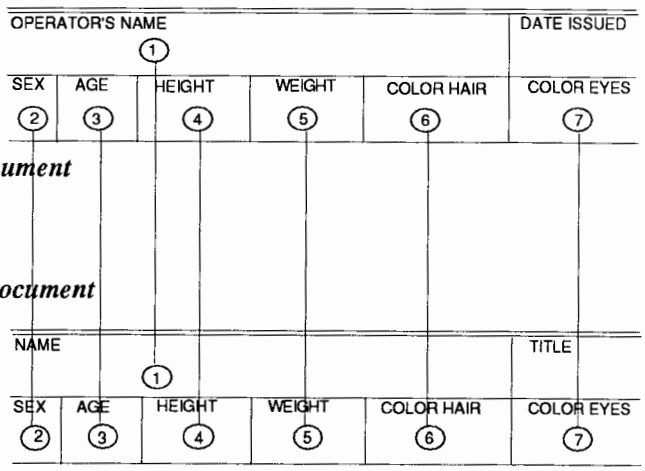
Unnecessary Data. Unnecessary data are often printed on a form because space is available. If the form is cluttered with unnecessary data, the important data seldom receive proper attention. Moreover, time is expended unnecessarily in entering information on the form.

SEQUENCE



The numbered items on the source document are transcribed to the basic document. As the same items appear in a different sequence on both forms, time is lost in locating and entering the data. Errors are made because of the amount of searching required to locate the information, as indicated by the arrows.

FIGURE 24. Incorrect Sequence of Items for Transcription (Compare Figure 25.)



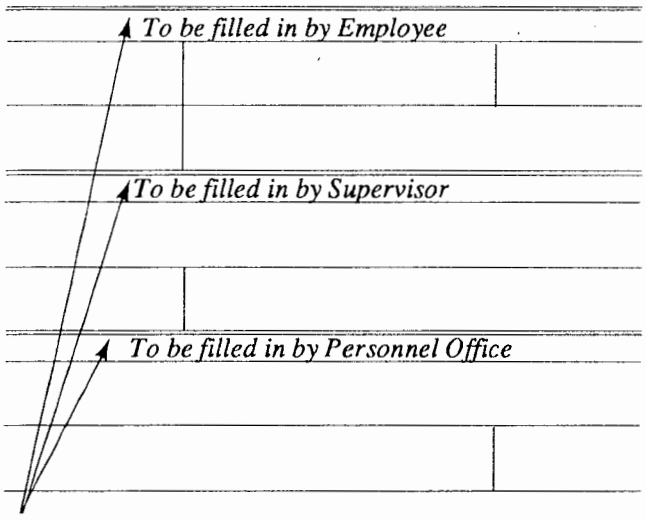
Basic Document

Subsequent Document

Items on the source document are arranged in the same sequence as those on the basic document to facilitate the transcription of data and to reduce the amount of effort required.

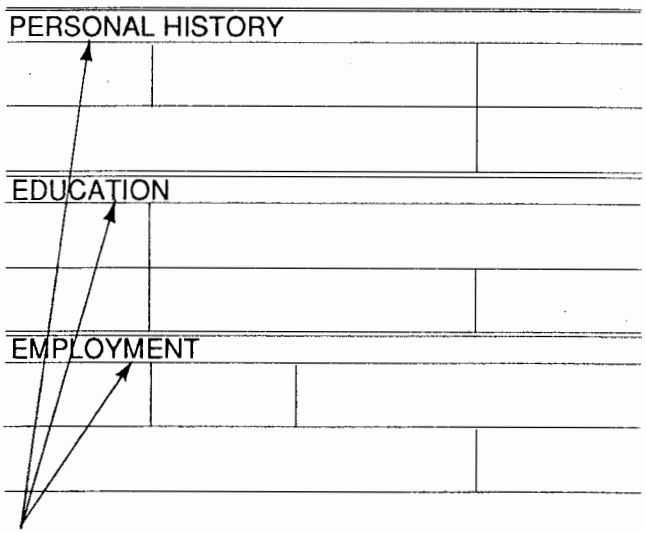
FIGURE 25. Correct Sequence of Items for Transcription (Compare Figure 24.)

GROUPING



Grouping of data to be filled in by different persons.

FIGURE 26. Related Divisions of Data Grouped



Grouping related items for different functions.

FIGURE 27. Related Items of Data Grouped

ALINEMENT

DATE: ▼ *(Tabular stop)*

REPORT NUMBER: ▼

BUREAU OR ACTIVITY: ▼

CODE	QUANTITY	TYPE
● *(Marginal stop)*	▼	▼

In this arrangement, each typing line starts at a different indention. One marginal stop (●) and five tabular stops (▼) are required.

FIGURE 28. No Alinement of Data
(Compare Figure 29.)

DATE: ▼

REPORT NUMBER: ▼

BUREAU OR ACTIVITY: ▼

CODE	QUANTITY	TYPE
●	▼	▼

In this arrangement, the first three items are alined at the right so that a common tabular stop is used. Now, one marginal and three tabular stops are required.

FIGURE 29. Semi-Alinement of Data
(Compare Figure 30.)

DATE
●
REPORT NUMBER
●
BUREAU OR ACTIVITY
●

CODE	QUANTITY	TYPE
●	▼	▼

In this box design arrangement, only one marginal stop and two tabular stops are required as each typing line starts at the left margin.

FIGURE 30. Complete Alinement of Data
(Compare Figure 31.)

(Space saved)

DATE	REPORT NUMBER	BUREAU OR ACTIVITY
●	▼	▼

CODE	QUANTITY	TYPE
●	▼	▼

In this box design arrangment, the items which require brief entries are placed on one line instead of three as in Figure 30. Space is conserved without increasing the number of marginal and tabular stops.

FIGURE 31. Complete Alinement of Data
with Space Conserved

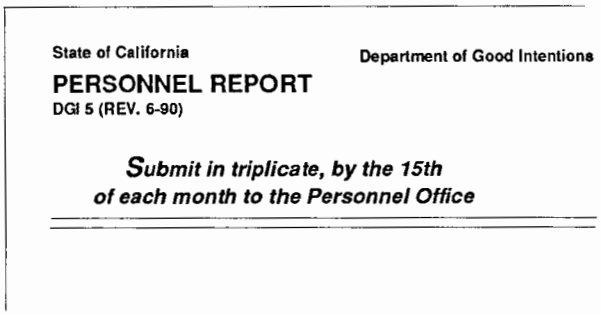
INSTRUCTIONS

A form should be carefully planned and designed so that it is practically self-explanatory. When instructions concerning the form are necessary, they are brief, easy to read, and subject to only one interpretation. The type and length of instructions and the amount of space available govern their location on the form.

General instructions, such as how to complete a form and when to submit it, are placed at the top with enough blank space around them to attract attention. Thus they are seen and read before the form is filled in. (See Figure 32 below.) "Submit in Triplicate" is an example of this type of instruction. Placed at the bottom, it might not be noticed until after one copy of the form was prepared. Then additional copies would have to be made.

Instructions concerning a specific item or part of the form are placed with or near the item or part to which they pertain, if possible. (See Figure 33 below.) If they must be separated, the item or part and the pertinent instructions are numbered identically, for easy reference.

If instructions are not in a prescribed place on a form, their location is given in a statement at the top so that they may be noted before the form is prepared. (See Figure 34 on Page 21.)


State of California Department of Good Intentions

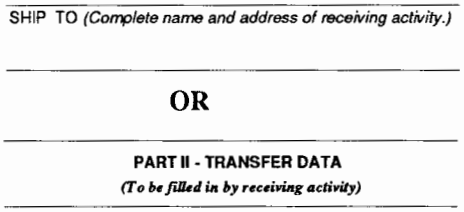
PERSONNEL REPORT

DGI 5 (REV. 6-90)

Submit in triplicate, by the 15th of each month to the Personnel Office

General instructions are at the top and center so that they are noted before the form is prepared. Italic type is used for brief instructions consisting of no more than eight lines.

FIGURE 32. General Instructions


SHIP TO *(Complete name and address of receiving activity.)*

OR

PART II - TRANSFER DATA

(To be filled in by receiving activity)

Instructions concerning specific items or parts of the form are with or near the items or parts to which they pertain.

FIGURE 33. Specific Instructions (Compare Figure 32.)

Lengthy instructions are:

- Printed on the front of the form if there is sufficient space for both instructions and fill-ins.
- Printed on the back of the form if there is not enough space on the front. (See Figure 34 below.)
- Printed on a separate sheet or in a manual or in a directive and referenced at the top of the form.

If several items of information are covered, instructions are written in outline form rather than paragraph form, and each sentence or group of related sentences is numbered.

Instructions written in this style are easy to read and to understand. (Compare Figures 35 and 36 below.)

The text of lengthy instructions is set in two or more columns, depending upon the width of the form, with at least 1/4" of space between them. (See Figure 37 on Page 22.) Lengthy instructions are not lettered on a drawing. Instead, the size and shape of the area in which they are to appear are determined and then outlined in blue pencil on the drawing. The instructions are typed on a separate sheet in the style to be used on the form. Both the area and the instructions to be placed in it are identically labeled "Copy A," "Copy B," "Copy C," etc. (See Figure 38 on Page 22.)

State of California — Department of Good Intentions

PERSONNEL REPORT--TEMPORARY POSITIONS

DGI 6 (REV. 6-90)

Read instructions on reverse before filling in.

A statement appears at the top of the form to direct attention to instructions printed elsewhere.

FIGURE 34. Advance Notice of Pertinent Instructions

NOT RECOMMENDED

Read the certificate at the end of this questionnaire before completing your answers. Print or type all answers. All questions and statements must be completed. If proper answer is "no" or "none," so indicate. Fill out, sign, and return to requesting agency. If more space is required, use remarks section.

Instructions in this style are often difficult to read and understand. Underscoring words for emphasis is not good practice and is ***not recommended****. (Compare Figure 36.)*

FIGURE 35. Paragraph Instructions

1. *Read the certificate at the end of this questionnaire before completing your answers.*
2. *PRINT or TYPE all answers. All questions and statements must be completed. If proper answer is "no" or "none," so indicate.*
3. *Fill out, sign, and return to requesting agency.*
4. *If more space is required, use remarks section.*

Instructions in this style are always easy to read and understand. Space, if available, is allowed between items to improve appearance. Capitals and/or different type is used to emphasize words.

FIGURE 36. Outline Instructions

State of California — Department of Good Intentions

CONTINGENT EXPENSES EXPENDITURES
DGI 25 (REV. 6-90)

1. "Rental of equipment" includes statistical tabulating equipment, postage meter machines, and other machines in use on a rental basis.

2. "Repairs and alterations" includes maintenance work performed by Public Buildings Administration on reimbursement orders.

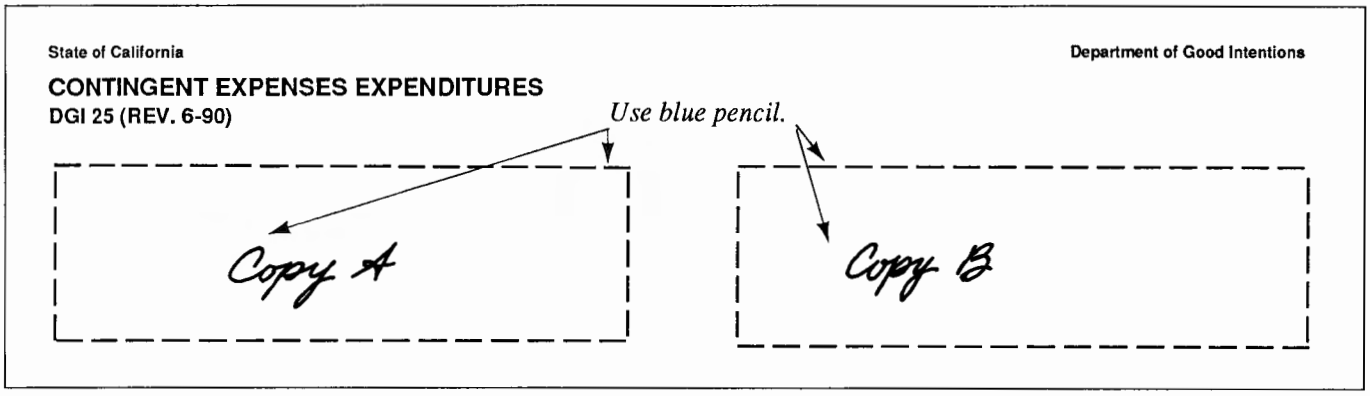
3. "Photographic supplies" includes all photographic material listed in Class 18 of the General Schedule of supply and other comparable open market purchases, excluding all microphotographic supplies.

4. "Office supplies" includes all general office material, including envelopes procured from the Central Warehouse or purchased directly for Bureau use.

5. "File cases" includes all upright files, card files, including visible, plan file section, tabulating card files, safes and other similar furniture.

Lengthy instructions on the front or back of the form are set in two or more columns, with at least 1/4" of space between columns. Text of more than eight lines is not italicized; it is set in a "serif" type face. (See the chart of suggested type faces on Page 48.)

FIGURE 37. Columnar Arrangement for Lengthy Instructions



Lengthy instructions are not lettered in on a pencil draft of a form. Instead, the required space is determined and then outlined on the drawing in ***blue pencil*** *by a line of dashes. The space and pertinent instructions typed on a separate sheet are identically labled "Copy A" or "Copy B" and so on. The first words of lines of text may be lettered in on the draft if exact spacing is critical.*

FIGURE 38. Outlining Space for Lengthy Instructions

ROUTING

"From" and "To" Items. A form for sending information outside an office or department is designed to include identification of both addressor and addressee. This eliminates the need for a transmittal letter or "route slip." A form to be sent through the U. S. mail should be designed for a window envelope, if possible.

If a form cannot be designed for a window envelope, the "From" (addressor) and the "To" (addressee) items are preferably placed at the top of the form. (See Figures 39 and 40 below.) Also, it is standard practice to place the "From" item before the "To" item. Sometimes, however, circumstances justify different arrangements of these items. Then, the "From" may be placed below the "To," or if necessary, with the signature item which is generally at the bottom of the form. (See Figure 41 on Page 24.) The "From" information, complete with mailing address, generally is at the top of a form sent outside (See Figure 44 on Page 24.)

When the entries for the "From" or "To" or both "From" and "To" items are constant, they are printed on the form. (See Figures 42 and 43 on Page 24.)

These entries identify by title--not by name--the head of the component responsible for the subject matter.

"Copy to" Items. If the distribution of carbon copies is to appear on the form, it is usually placed at the bottom. Printing the distribution in full, as shown in Figure 45 on Page 25, is more economical than printing the individual routing instructions on separate copies. (See Figure 47 on Page 25.) With distribution in full, all copies can be printed from one printing plate and everyone concerned will know what distribution is made of the information.

Another method used to indicate the distribution of carbon copies is color identification. Copies of the form are printed on different colors of paper and, in the distribution information, each color is designated for a particular addressee. (See Figure 45 on Page 25.) Color identification for distribution purposes is used only when it will unquestionably add to the efficiency of an operation because it increases the cost of a form. Colored paper is more expensive than white paper and, when recycled, generally generates less revenue than white paper.

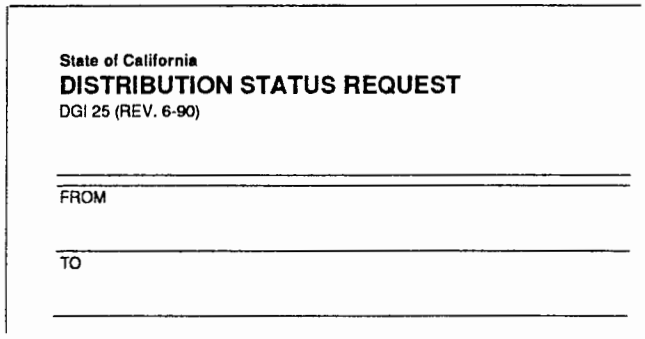


FIGURE 39. Variable "FROM" and "TO" Entries, Box Design Arrangement

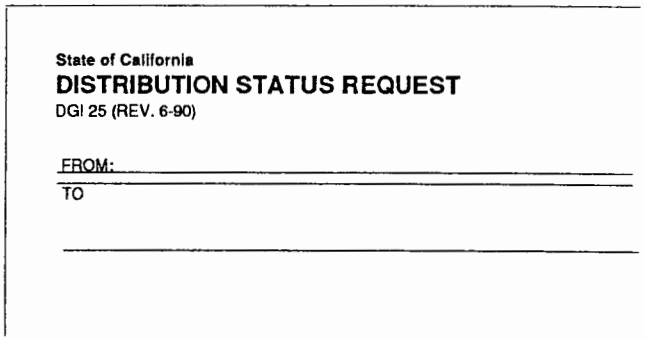


FIGURE 40. Variable "FROM" and "TO" Entries, Caption-on-Writing Line Arrangement with Box Design Arrangement

FROM *(Signature)*	BUREAU/DIVISION

FIGURE 41. "FROM" and Signature Items at Bottom of Form

State of California
DISTRIBUTION STATUS REQUEST
DGI 25 (REV. 6-90)

FROM

CHIEF, FORMS MANAGEMENT
TO

FIGURE 42. Constant Address Entry Preprinted

State of California
DISTRIBUTION STATUS REQUEST
DGI 25 (REV. 6-90)

FROM: CHIEF, FORMS MANAGEMENT
TO

PRODUCTION CONTROL, OSP
VIA

FIGURE 43. Constant Address Preprinted; Variable Address Entries to Be Filled In

FROM

DEPARTMENT OF GOOD INTENTIONS, 1000 Statehouse Mall, Sacramento, CA 95814

FIGURE 44. Activity Address, Single Line Style, on Form Sent Outside

ROUTING (Continued)

COPY TO:

Planning Dept.

Fiscal Office

File

COPY TO:

White - Planning Dept.

Canary - Fiscal Office

Pink - File

COPY TO

Planning Dept.; Fiscal Office; Files

Original - Planning Dept.; Duplicate - Fiscal Office; Triplicate - Files

Above are several examples of full routing instructions on all copies.

FIGURE 45. Full Routing Instructions on All Copies

COPY TO:

☐ Planning Dept. ☐ Fiscal Office ☐ File

COPY TO:

☐ Planning Dept.

☐ Fiscal Office

☐ File

Where routing may be variable, ballot boxes can be used.

FIGURE 46. Variable Routing Instructions on All Copies

Not Recommended

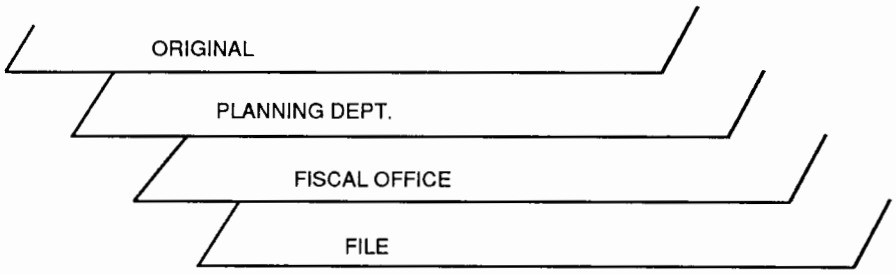


FIGURE 47. Individual Routing Instructions on Each Copy **(Not Recommended)**

BOX DESIGN

A modern technique for forms design is the box design, sometimes called the "upper left corner" (ULC) arrangement. Box design segregates items and clearly defines the area for each entry. (See Figure 48 below.) Space is allotted in proportion to the amount of data to be entered and the writing method used to make the entry. This arrangement is well suited to hand, typewriter or computer entries.

The printed caption (the item of information requested) is placed in the upper left corner of the allotted space. Then, the entire width of this space is available; also, it may be possible to place more items on a writing line. Space available is increased by as much as 25 percent over the caption and line arrangement discussed in the next paragraph. With the box design arrangement, the caption is always visible when the entry is being made, and the flow of writing is continuous from left to right and from top to bottom.

The old or conventional style of design is the "caption and line" arrangement. **This old style is not recommended.** The caption is printed on the same line as the entry, below the entry line, or a combination of both arrangements. (See Figure 49 below.) More time and motions are required to fill in this type of form for the following reasons:

- If an entry is to be placed on a line with the printed caption, it is necessary to space through the caption before typing the entry.
- Captions printed below the line are hidden by the typewriter, and the form and typewriter platen must be rolled up to read the caption and rolled back in place before the entry is typed.
- It is often difficult to read and interpret this type of form.

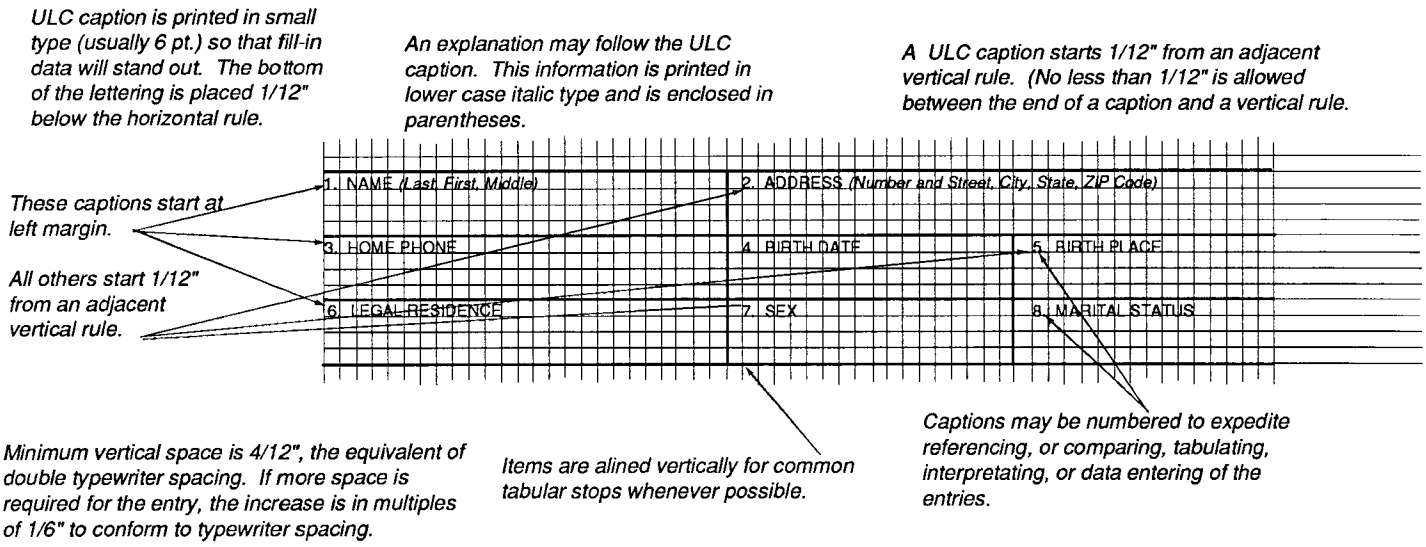


FIGURE 48. Box or Upper Left Corner (ULC) Arrangement

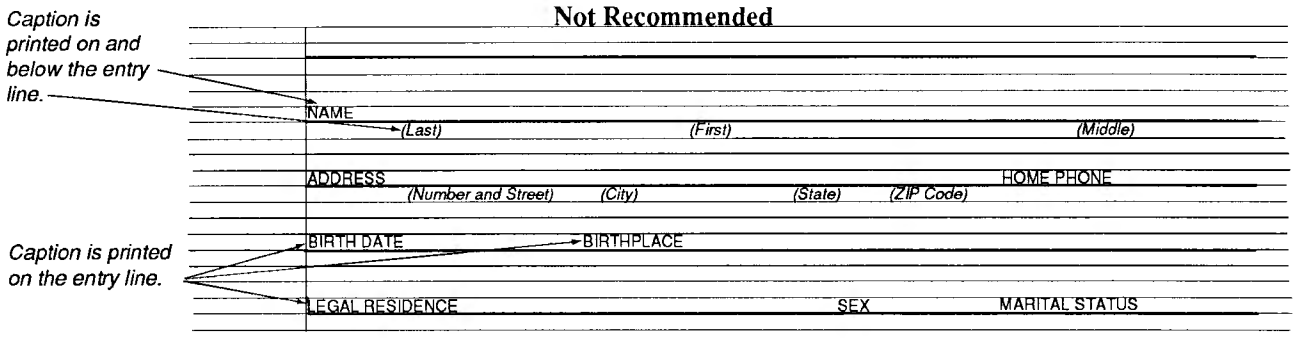


FIGURE 49 Caption and Line Arrangement **(Not Recommended)**

30

COLUMNS

The columnar or tabular arrangement is used instead of the box design arrangement when several entries of the same type are to be listed under one heading.

A heading, centered over the column, is used to describe the data to be inserted in the column. (See Figure 50 below.) To group related information, the headings may be subdivided into secondary and tertiary column headings. (See Figure 51 below.) Then, each column or group of columns is a distinct unit. This arrangement conserves space, as repetition of descriptive wording is eliminated.

The width of a column is determined by the amount and method of fill-in. If a column heading takes up more space than that required for the data, it may be placed on two or more lines. If necessary, words may be divided. Abbreviations and contractions of words may be used only if they are fully intelligible to **ALL** users of the form.

Minimum vertical space requirements for headings are given in Figure 52 on Page 28. More than the minimum is allowed unless space is limited. Particular care must be taken when a form is designed for typewriter fill-ins above and below a column heading so that the typing sequence is not broken. Then space allowances for adjustments are in multiples of 1/12".

Reference to a column heading on a form is simplified if a number or a letter in parentheses is placed just above the horizontal rule. (See Figure 53 on Page 28.) If it is necessary to refer to numbered lines on a form, letters are used to identify column headings. Column numbers (or letters) or brief column headings may be repeated at the bottom of a large form.

Column headings are usually printed horizontally. If, however, it is impossible to place them horizontally because of space limitations, they may be printed vertically or at an angle. (See Figures 54 and 55 on Page 28.)

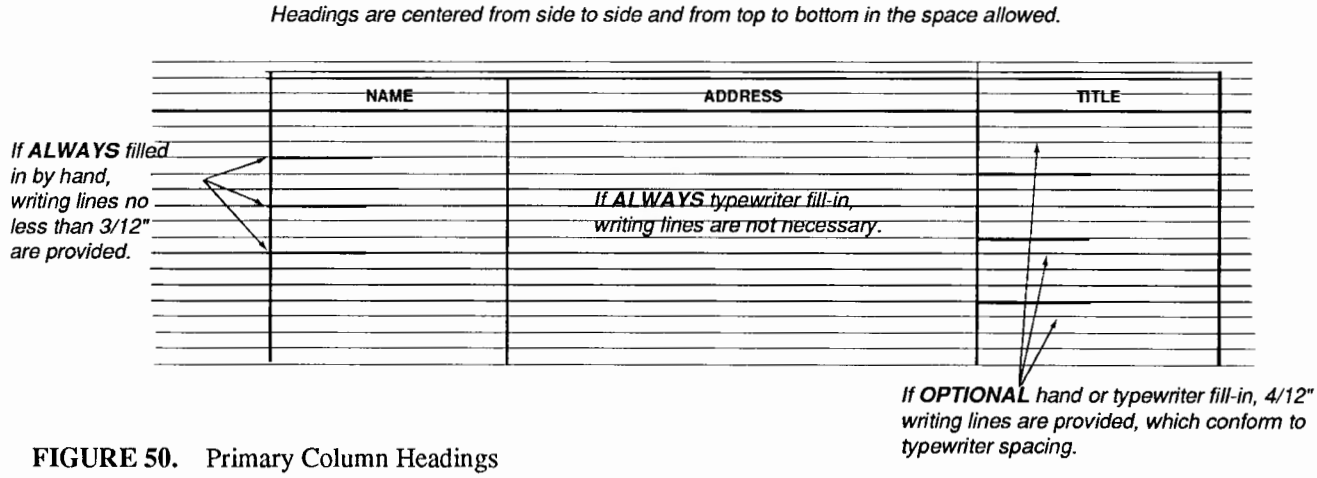


FIGURE 50. Primary Column Headings

PRIMARY	PRIMARY		PRIMARY	
	SECONDARY	SECONDARY	SECONDARY	
			TERTIARY	TERTIARY

FIGURE 51. Primary, Secondary and Tertiary Column Headings

PRIMARY AND SECONDARY COLUMN HEADINGS *(Add 1/12" to number of lines required.)*		TERTIARY COLUMN HEADINGS *(Less vertical space is required as smaller type is used.)*	
ONE LINE	*2/12"*	ONE LINE	*2/12"*
TWO LINES	*3/12"*	TWO LINES	*2/12"*
THREE LINE HEADING	*4/12"*	THREE LINE HEADING	*3/12"*

FIGURE 52. Vertical Spacing for Column Headings

Caution

If an odd number of 12ths is used for a column heading, typewriter spacing will be off. An extra 12th must be added either immediately above or below the heading to hold typewriter spacing.

TYPE (1)	SHIPPING METHOD			OTHER (5)
	MAIL (2)	TRUCK (3)	RAIL (4)	

FIGURE 53. Column Identification

Captions are centered from top of box to top of number.

TYPE	SHIPPING METHOD		
	MAIL	TRUCK	RAIL

FIGURE 54. Vertical Heading

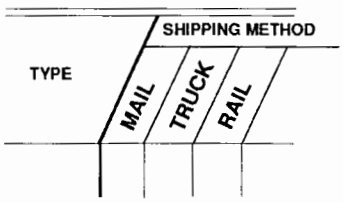


FIGURE 55. Angled Heading

(32)

Captions-on-Writing-Line. Frequently, the same minor headings are used in several groups of columns, as illustrated in Figure 56 below. When this is the case, the caption-on-writing line arrangement is used to eliminate repetition and conserve space. The minor headings, common to all of the groups, are placed to the left of the fill-in columns. Then these minor headings, as caption on the writing lines, appear only once on the form but they apply to all of the columns, as illustrated in Figure 57 below.

Captions-on-writing-lines are not centered in the allotted space. They start at the left margin. The bottom of the lettering is placed 1/12" above the horizontal rule. Any caption indicating "total" or "balance" is indented so that it ends 1/12" from the adjacent vertical rule.

1989			1990			1991		
RENT	FOOD	OTHER	RENT	FOOD	OTHER	RENT	FOOD	OTHER

These captions are repeated in each group of headings.

FIGURE 56. Repetition of Headings (Compare Figure 57.)

These captions on writing lines start at the left margin.

ITEM	1989	1990	1991
RENT			
FOOD			
OTHER			

FIGURE 57. Repetition of Headings Eliminated

Vertical Side Headings. A primary heading sometimes is not sufficient to describe all of the captions-on-writing-lines because the captions fall into related groups requiring further description. For each descriptive heading placed over these related groups a writing line is lost (See Figure 58 below.)

A better arrangement is provided and space is conserved by using vertical side headings, as in Figure 59 below. The arrangement and the space requirement for vertical side headings are the same as those for horizontal column headings, explained on Page 29. Vertical side headings may be subdivided into secondary headings.

If an item on a form is not to be filled in, "X's" may be used to block out the space. Usually four "X's" with a space between each are adequate. They are centered in the space and alined with the caption opposite them. These spaces can also be "screened" or shaded in a lighter tone of the color with which the form is printed.

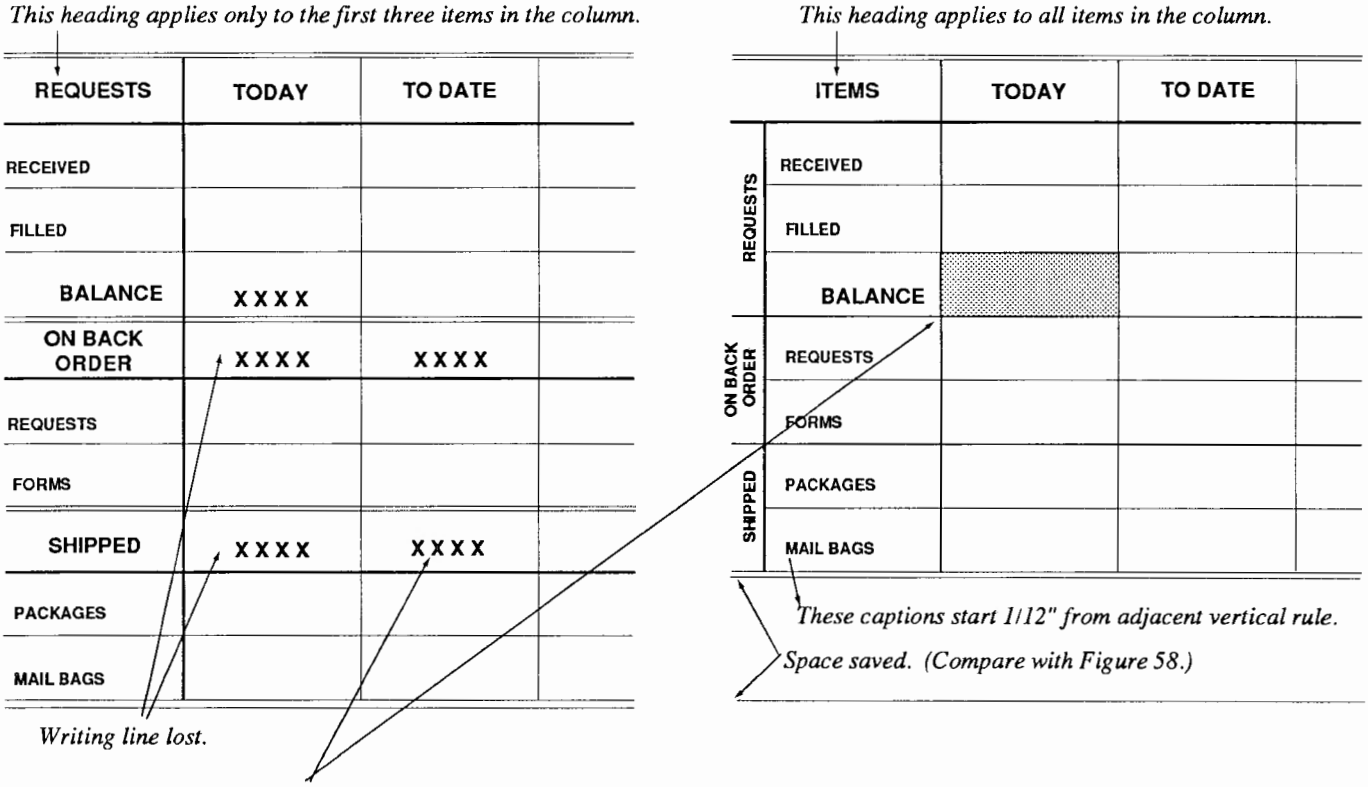


FIGURE 58. Horizontal Primary Headings

FIGURE 59. Vertical Primary Headings

BALLOT BOXES

The use of ballot boxes is recommended when a limited number of definite, preselected optional answers can be preprinted on a form. A ballot box is placed in front of each possible answer so that any may be chosen as the correct one by entering an "X" in the appropriate box. This method reduces the amount of writing necessary to fill in a form, assures a definite answer, and saves time required to interpret, compare, data enter, and tabulate the information.

Ballot boxes may also be used when a question may be answered "yes" or "no." If there are a number of these questions, the checklist or questionnaire-type form is recommended.

The size of a ballot box is 2/12" square which is large enough to accommodate an "X" entry without manually repositioning the form in the typewriter. A space of 1/12" is allowed between the ballot box and the preprinted answer, or ballot box caption, which follows. Sufficient space is allowed between a ballot box caption and the next box so that there will be no doubt as to which caption the box applies. The minimum space between the end of a caption and the next box is 2/12". More space is allowed if available. (See Figures 60 and 61 below.) Ballot box captions may be numbered if the information is to be tabulated or data entered.

A horizontal arrangement of ballot boxes is preferred to a vertical arrangement for the following reasons:

- In a vertical arrangement, when copies are prepared, an "X" entry placed in one box on the original may appear in an adjacent box or between boxes on the copies. This may completely change the meaning of the information or cause it to be misinterpreted.

- The horizontal arrangement requires one line on a form, whereas a vertical arrangement requires a large blockshaped area which is usually difficult to adapt to space available on the form. (See Figure 62 on Page 32.)

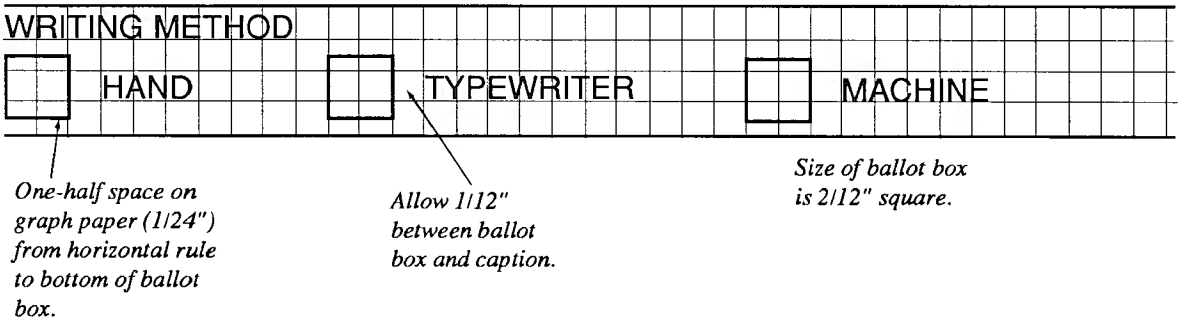


FIGURE 60. Size and Spacing of Ballot Boxes

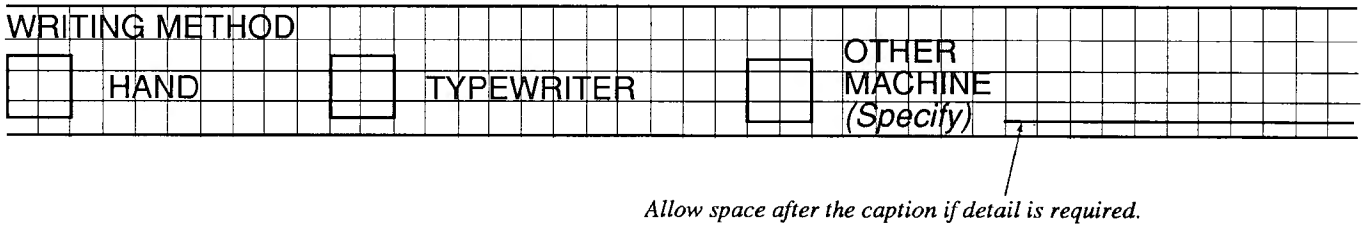
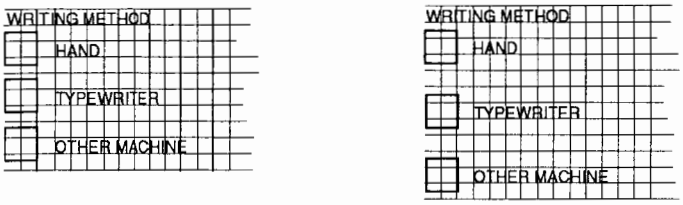
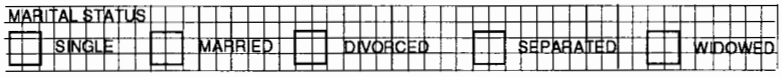


FIGURE 61. Ballot Box and Space to Enter Detail



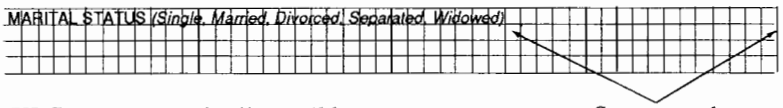
If the same information shown in Figure 60 were arranged vertically, a minimum of 10/12" would be required for hand fill-in and 12/12" (1") for typewriter fill-in. The horizontal arrangement requires a minimum of only 4/12" and is suitable for either hand or typewriter fill-in.

FIGURE 62 Vertical Arrangement Wastes Space



Too many ballot boxes often take up too much space and slow down production. (Compare with Figure 64.)

FIGURE 63. Indescriminate Use of Ballot Boxes

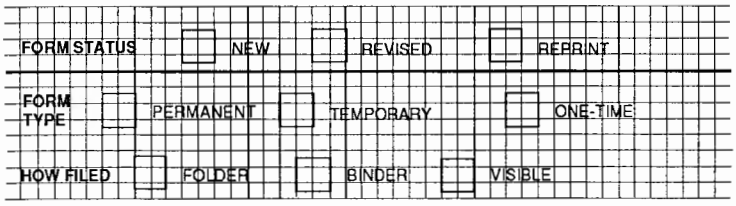


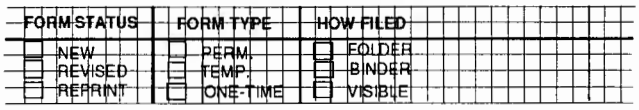
ULC caption, with all possible answers indicated, sometimes conserves space and speeds up production. (Compare with Figure 63.)

Space saved as compared to Figure 63.

FIGURE 64. Avoiding Indescriminate Use of Ballot Boxes

NOT RECOMMENDED

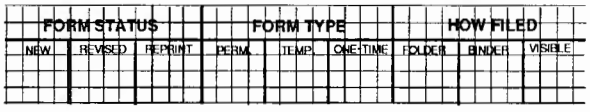




*The uses of ballot boxes illustrated here are **NOT RECOMMENDED**. Scattered boxes present a ragged appearance. Small boxes require hand positioning of the typewriter for a fill-in. A more efficient arrangement is illustrated in Figure 66.*

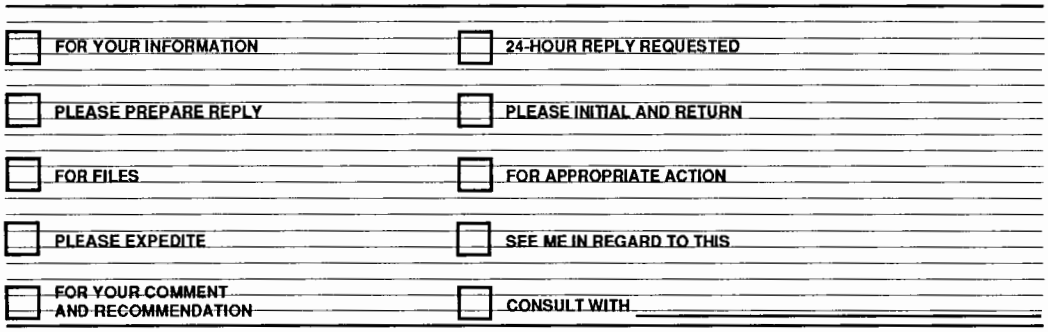
FIGURE 65. Scattered and Small Ballot Boxes.

RECOMMENDED



This arrangement places the information shown in Figure 65 on a single line. It eliminates hand positioning the typewriter for fill-ins, and the fill-ins are easily read and interpreted.

FIGURE 66. Modified Single Line Box Arrangement



The over-use of ballot boxes is again illustrated here. An improvement to this arrangement is illustrated in Figure 68 below.

FIGURE 67. Excessive Use of Ballot Boxes

	FOR YOUR INFORMATION		24-HOUR REPLY REQUESTED
	PLEASE PREPARE REPLY		PLEASE INITIAL AND RETURN
	FOR FILES		FOR APPROPRIATE ACTION
	PLEASE EXPEDITE		SEE ME IN REGARD TO THIS
	FOR YOUR COMMENT AND RECOMMENDATION		CONSULT WITH

A column for the "X" entry may be placed to the left of a ***series*** *of optional items.*

FIGURE 68. Use of Columns Instead of Ballot Boxes

CHECKLIST OR QUESTIONNAIRE

Although the box, upper left caption (ULC), and columnar arrangements are adequate for the design of most forms, there is a third kind of design required when the captions or questions are consistently short. Usually this type of form is a checklist or questionnaire and consists of the following patterns:

- Questions requiring "yes" or "no" answers only. (See Figure 69 below.)
- Questions requiring "yes" or "no" answers plus the possibility of further explanation requiring additional fill-in. (See Figure 70 below.)
- Questions requiring brief answers other than "yes" or "no." (See Figure 71 below.)
- Questions requiring lengthy answers. (See Figures 72 and 73 on Page 35.)

Items are usually arranged so that all "yes" or "no" questions are placed together in one section and the questions with other than "yes" or "no" answers in another. A combination of the four patterns is illustrated in Figure 74 on Page 35. This recommended arrangement assures a definite location for each fill-in entry, which not only saves the typist's time, but simplifies reference to the completed form by the end user.

ITEM	YES (X)	NO (X)	ITEM	YES (X)	NO (X)
1. Is form to be filled in on typewriter?			2. If form is to be printed on two sides, can all typewriter fill-in be placed on one side?		

Upper and lower case sentence structure is used. (Referred to as "Text.")

To conserve space, two columns are used. The same vertical space is allowed in each column to keep the horizontal lines continuous.

FIGURE 69. "Yes" or "No" Answers

7. Is colored paper used? If "yes," why?			

Columns for checking "Yes" or No."

Space for entering additional information when required.

FIGURE 70. "Yes" or "No" Answers Plus Explanation

8. How is form filed (by date, name, case number, etc.)?	
9. Who will reference information in this form?	

Vertical rule may line up with center rule, or it may line up with first vertical rule if more space is required for information.

FIGURE 71. Brief Answers Other Than "Yes" or "No"

10. STATE PURPOSE AND USE OF FORM

Space is correctly used in this arrangement. (Compare Figure 73.) The caption is placed in the upper left corner making entire width of the form available for information.

More than one writing line may be used if required and space is available.

FIGURE 72. Lengthy Answer--Spacing Correctly Planned

Wasted space.	*Space required for answer.*
10. STATE PURPOSE AND USE OF FORM	

Separating caption and fill-in space for a lengthy answer wastes space. (Compare Figure 72.)

FIGURE 73. Lengthy Answer--Spacing **Incorrectly** Planned.

ITEM	YES (X)	NO (X)	ITEM	YES (X)	NO (X)
1. Is form to be filled in on typewriter?			2. If form is to be printed on two sides, can all typewriter fill-in be placed on one side?		
3. Can the finished form be filed satisfactorily with other papers without folding?			4. Have titles been used instead of names of individuals?		
5. Is information entered on the form transcribed from another form? If yes, give form number,					
6. Can the form be combined with another form? If yes, give form number.					
7. Is colored paper used? If yes, why?					
8. How is form filed (date, name, case number, etc.)?					
9. In addition to the original, how many copies are prepared?					
10. STATE PURPOSE AND USE OF FORM					
11. CONCURRENCE					

In the left column, item numbers are placed at the left margin. In the right column, item numbers are placed 1/12" from the vertical rule. If there are both one- and two-digit numbers, they are alined on the right, as in this illustration.

Carry-over lines are flush with the first letter after the item number so that the number stands out. No more than three lines of text may be printed in 4/12" vertical space. If there are more than three lines, the vertical space is increased accordingly.

FIGURE 74. Item Arrangement for Questionnaire-Type Form

	YES	NO
1. Is form to be filled in on typewriter?		

When necessary, the "X" under "Yes" and "No" column headings may be omitted. (Compare Figure 74.)

	YES	NO
1. Is form to be filled in on typewriter?		

When necessary, column hadings may be omitted and "Yes" and "No" captions placed at the top of each column. (Compare illustration at left.)

FIGURE 75. Space-saving Devices

SIGNATURES

If a signature is required on a form, it is placed with the information to which it relates. Grouped with the signature item are the title of the signer, if needed, and the date, if it does not appear elsewhere on the form, or if the date signed is different from other dates on the form such as "Implementation Date," or "Date Requested," etc. (See Figure 77 below.) Not less than 3" (36/12") x 4/12" of space is allowed for a signature. More space may be allowed if available.

A signature or signatures that relate to ALL entries should be placed at the bottom of the form. Two or more signatures may be arranged side by side as in Figure 77, or one below the other. If a form is designed in parts, each to be signed by a different individual, space at the end of each part is provided for the signature. (See Figure 78 below.)

If a particular official is specifically required by law or high authority to sign documents relating to the subject matter covered by a form, the title is printed on the form. (See Figure 79 below.) As there are few cases of this kind, it should be ascertained that such a requirement exists before the official is designated as the signer. When the title of the official in charge is not preprinted, subordinates may sign the form. (See Figure 80 below.) In this way, the official will not be burdened with the reviewing and signing of forms of little or no significance.

Printing of individual names on any form is uneconomical and should be discouraged. Promotion, reassignment, and retirement are but some examples of changes that can make large quantities of forms obsolete when individual names are printed on forms.

SIGNATURE	TITLE	DATE SIGNED

FIGURE 76. Signature Grouped With Title and Date

TRAVELER'S SIGNATURE	APPROVING OFFICER'S SIGNATURE

FIGURE 77. Two Signatures Placed Side By Side

To be filled in by Requesting Office

APPROVED *(Signature and Title)*

To be filled in by Reviewing Office

APPROVED *(Signature and Title)*

FIGURE 78. Different Signature Required for Each Part

CHIEF COUNSEL'S SIGNATURE

FIGURE 79. Title Preprinted to Designate Specific Signer

REVIEWING COUNSEL'S SIGNATURE AND TITLE

FIGURE 80. Specific Title Not Used--Permits Delegation of Authority to Sign

(40)

IV. special arrangements

Significant economies can be effected . . .

The initial purchase price of a form is only the beginning. According to the Business Forms Management Association, Inc., the manufacturing cost is 4.4 percent. Actual use of the form is 84.4 percent of the total. File maintenance costs are 11.2 percent.

These figures are used by the Association of Records Managers and Administrators, the National Business Forms Association, the Department of Defense, NASA and other industrial and professional organizations.

Significant economies can be effected through the

- designing forms for use with window envelopes
- developing form letters where practical, and
- printing both sides of a form where feasible.

Guides for applications of these techniques are covered in the following pages of Part IV.

There are many advanced techniques beyond the scope of this Handbook, such as continuous forms printed by computer, integrated labels, special mailers, bar codes, etc., that are worth investigation. Many of these advanced techniques offer significant economies in the processing of information.

FORMS FOR WINDOW ENVELOPES

A form to be sent by mail should, if possible, be designed for a window envelope. Although window envelopes may cost slightly more than regular envelopes, their use:

- eliminates addressing envelopes,
- prevents mailing forms in the wrong envelope, and
- precludes errors in transcribing names and addresses from forms to envelopes, which may result in delayed delivery or nondelivery of the forms.

A form designed for mailing in a window envelope must conform to postal regulations which, in general require that:

- nothing but the name and address may appear through the window (this is also a privacy issue),
- the name and address must be entirely visible through the window even though the form may shift in the envelope, and
- the address disclosed through the window must be on white or very light colored paper.

Before designing a form, it is important to determine the size of the envelope to be used so that the address area is alined with the window when the form is folded and inserted in the envelope. The size of the window envelope most commonly used is 9-1/2" x 4-1/8". The window, 4-3/4" x 1-1/8", is 7/8" from the left and 1/2" from the bottom of the envelope. (See Figure 81, below.)

Standard size forms that fit this envelope are:

3-2/3" X 8-1/2"	-	not folded
5-1/2" X 8-1/2"	-	folded once.
8-1/2" X 11"	-	folded twice.

The usual position for the address area is in the upper portion of the form. The dimensions of this area are smaller than those of the envelope window or the portion of the form visible through the window. No printing of any kind except the address is permitted in the area of the form exposed in the window. When a form is designed, the address area and the "dead area--the space that surrounds the address and is exposed in the window--is plotted first. Then the rest of the design is built around it.

Particular care must be taken to insure that the vertical spacing above, within, and below the window area is planned for unbroken typing sequence. Then spacing is automatic after the form is adjusted in the typewriter or computer printer for the first line of typing.

As a rule, items to be filled in are **NOT** placed in the space to the right of the address and dead area. To fill in items placed opposite these areas requires that the form be rolled back in the typewriter after the address is typed. Also, if the letter shifts in the envelope, personal or confidential information could appear in the window.

A form requiring the addressee to supply information is designed, if space permits, for returning in a window envelope as well as for sending in one. This eliminates the need for addressing the return envelope. Two window areas are required on this type of turn-around form: one at the top for the recipient's name and address, and one at the bottom containing the originator's name and return address (which is also entered by the originator). To return the form in a window envelope, the addressee simply refolds it and inserts it in the envelope so that the originator's address is exposed in the window.

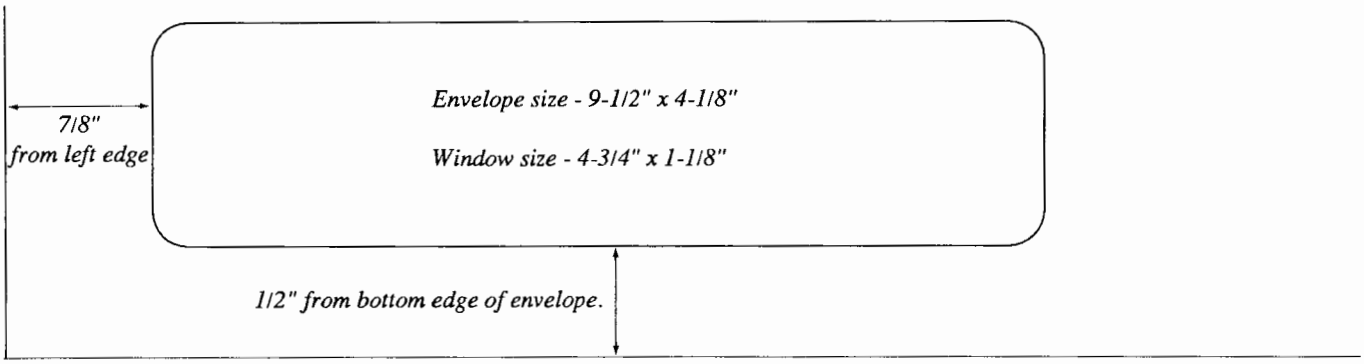


FIGURE 81. Window Area

FORM LETTERS

A form is a letter preprinted and stocked, or stored in a computer in advance of its actual use. It is a device for cutting correspondence costs because, in addition to saving composing and typing time, repetitive procedures are simplified and standardized.

Form letters that require fill-in in the body of the letter are identified as forms and controlled in the same manner as other forms. The letter, printed on State letterhead will properly identify the State and the department generating the mailing. The form number, title, and date may be placed in small, unobtrusive type, in the lower left of the page. This identification saves time when questions are received from the addressee.

The fill-in form letter requires only certain sections of the letter to be typed. Whenever possible, fill-ins should be designed for left margin alinement to facilitate typing as in Figure 82 below; or designed for column head fill-ins whereby items may be entered under the appropriate headings. (See Figure 83 below.) The arrangement shown in Figure 83 is useful for describing one or more items of the same category.

The checklist form letter contains a list of frequently used statements with a ballot box in front of each for checking whenever that particular statement is applicable. (See Figure 84 on Page 40.)

The reference-number form letter is a variation of the checklist form letter in that it contains numbered optional statements at the end of the letter. The satements which apply are merely referred to by number in the body of the letter. (See Figure 85on Page 40.) The reference-number form letter is preferable to the checklist form letter when optional statements extend to the reverse of the letter. It eliminates the need for re-inserting the letter into the typewriter to check statements on the reverse.

A form letter is appropriate if:

- It is about a routine business or informational matter.
- It is not, in fact, a personal letter.

A form letter is economical, if on the basis of a 3-month supply:

Line Count is:	Monthly Usage Is:
5	30 or more
10	20 or more
15	15 or more
20 or more	10 or more

Shaded areas indicate fill-in items. They are not actually shaded on the form letter.

The applicant named above is being considered for appointment to the position of:

The duties and requirements are:

The applicant lists employment by your firm during the dates noted below.

You can assist in the appraisal of this applicant by answering

Fill-in items start at the left margin whenever possible.

FIGURE 82. Fill-in Form Letter

FROM:
TO:

SUBJECT: VENDOR'S INVOICE

REFERENCE:

1. In reply to the above reference(s), item status is as indicated below:

ITEM NUMBER	INVOICE NUMBER	SHIPPED VIA	DATE SHIPPED	B/L NUMBER

This arrangement may be used to list one or more items in the same category.

FIGURE 83. Fill-in Form Letter with Column Headings

FROM:
TO:

SUBJECT: RETURN OF INVOICE(S)

ENCLOSURE:

1. Enclosure is returned for the reasons(s) checked below. Please take appropriate action to expedite its clearance.

☐ Original and one copy of the invoice are required.

☐ Accounting classification is required.

☐ Invoice was not signed.

☐

This fill-in space is provided if additional information is necessary.

Ballot boxes are provided for checking applicable statement(s).

FIGURE 84. Checklist Form Letter

FROM:
TO:

SUBJECT: VENDOR'S INVOICE(S)

ENCLOSURE:

1. Please correct or resubmit your invoice in accordance with the item(s) indicated by number. The numbers refer to the items at the close of this letter.

2. Your prompt attention will facilitate early payment of your account.

Item 1: Insufficient copies. Invoices must be submitted in quadruplicate.

Item 2: Contract and/or Order number is incorrect.

Item 3: Unit prices or lot designation have been omitted. Invoices must specifically indicate quantities, units, and unit price.

Additional items continue on reverse of the letter.

FIGURE 85. Reference Number Form Letter

A form letter that requires an unusual amount of fill-ins at scattered, unalined points in skeleton sentences and paragraphs should be redesigned as a form whenever feasible. When this is done, the subject matter is condensed often at a paper savings. Moreover, the form is easier to fill in and to read, saving time.

The theory of this redesign calls for the text to be revised and placed in one section of the form and the fill-in to be placed below; or the text may be omitted entirely.

An example of a form letter that should be converted to a form is shown in Figure 86 below. Figure 87 contains the same information condensed into a form easy to fill in and easy to read.

I _____ hereby swear that I am duly authorized to legally bind the
(Name of Official)

prospective contractor to the above described certification. I am fully aware that this certification executed on _____ in the county of _____ is made under the
(Date) *(County)*

penalty of perjury under the laws of the State of California.

_____
(Signature)

_____
(Title)

FIGURE 86. An **Inefficient** Form Letter

CERTIFICATION

I, the official named below, hereby swear that I am duly authorized to legally bind the prospective contractor to the above described certification. I am fully aware that this certification, executed on the date and in the county below, is made under penalty of perjury under the laws of the State of California

OFFICIAL'S NAME

DATE EXECUTED | COUNTY WHERE EXECUTED

PROSPECTIVE CONTRACTOR'S SIGNATURE

PROSPECTIVE CONTRACTOR'S TITLE

PROSPECTIVE CONTRACTOR'S FEDERAL EMPLOYER I.D. NUMBER

Actual size of the form is 8-1/2" x 11". These before and after illustrations are only one portion of the form.

The text of the form is organized so that fill-in items are in box design arrangement.

FIGURE 87. An **Efficient** Form

PRINTING ON BOTH SIDES

It is practical to use both sides of the paper for a form of more than one page if:

- printing on only one side of several sheets creates additional paper handling and requires additional filing space and equipment,
- a larger size form with all information on one side causes filing problems, and
- a sufficient number of copies can be obtained in one writing.

Since the first two conditions are self-explanatory, only the third is discussed in this section. Other guides for printing forms on both sides of the paper are also covered.

When a form is printed on both sides of the paper or on several sheets, a notation such as "Over," "Continue on Reverse" as illustrated in Figure 88 below, or "Continued on Next Sheet" is placed at the bottom of all pages except the last. This notifies the user that there is more to the form.

A form consisting of three or four pages can be printed on a sheet of paper twice the length of the standard size sheet. Folded once, the form is a four-page folder the same size as the single sheet. (See Figure 89 below.) Then there is just one piece of paper to insert in the typewriter instead of three or four pieces.

When there are lengthy instructions to a form printed on both sides, the instructions are placed on one side and all the fill-in items are placed on the other side, if possible.

A two-sided form to be housed in a ring binder or folder with a prong-type fastener is printed head-to-head for binding at the left, and head-to-foot for binding at the top. A form for a post binder is not printed on two sides. This type of binder usually does not open flat, which makes it difficult to enter information on the back of a form fastened in that type of binder. A card form to be housed in a vertical file may be printed either head-to-head or head-to-foot. Head-to-foot printing is preferable for convenience in handling the card and reading the data.

The various arrangements for printing the front and back of two-sided forms are illustrated in Figures 90 through 93 on Page 43.

FIGURE 88. Notations of Continuation

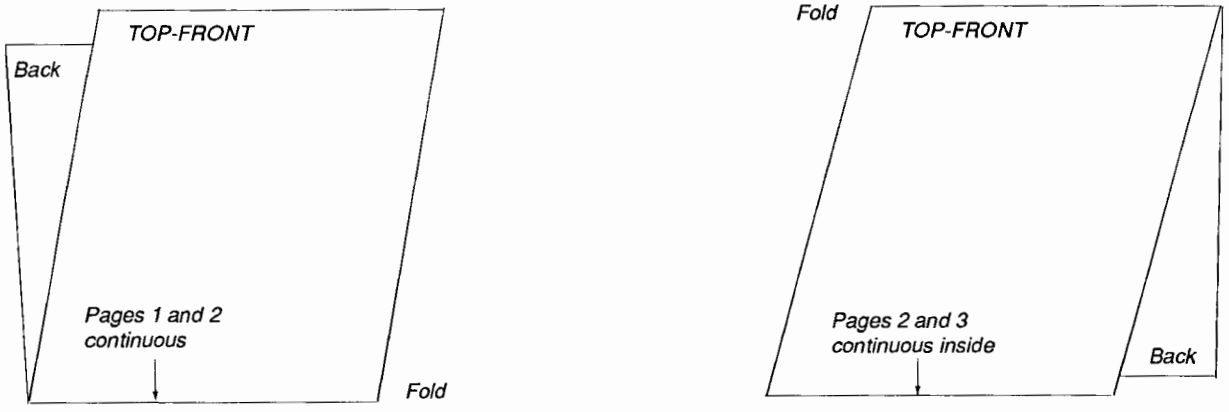
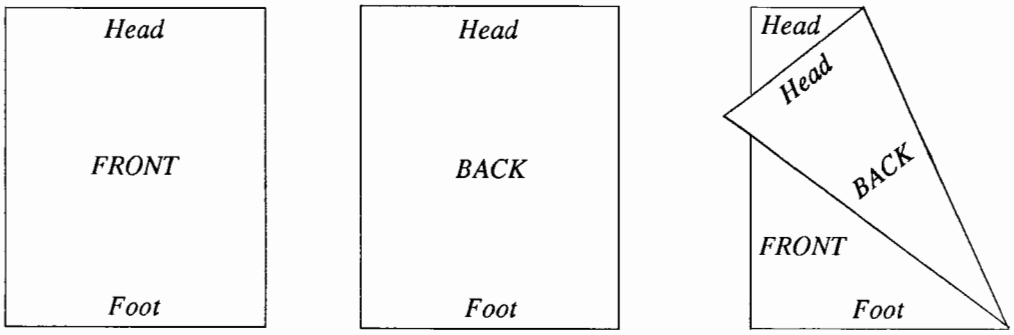
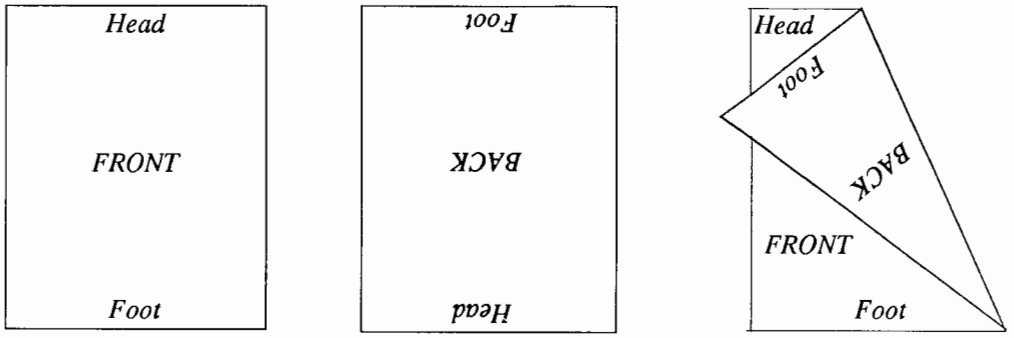


FIGURE 89. 8-1/2" x 22" Sheet Folded Once into 8-1/2" x 11" Form



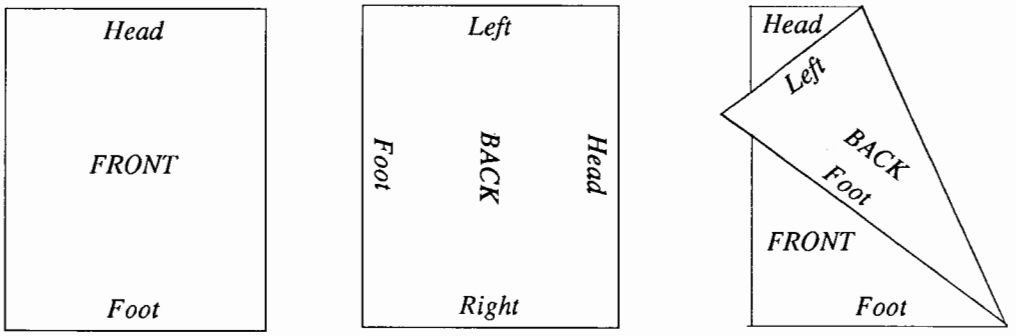
The head of the form is in the same position front and back.

FIGURE 90. Head of Front to Head of Back



The head of the form is at the foot of the reverse side.

FIGURE 91. Head of Front to Foot of Back *(Tumble Turn)*



Front and back are printed at right angles to each other. This arrangement is used if one side of the form requires more vertical space and the other requires more horizontal space.

FIGURE 92. Head of Front to Left of Back

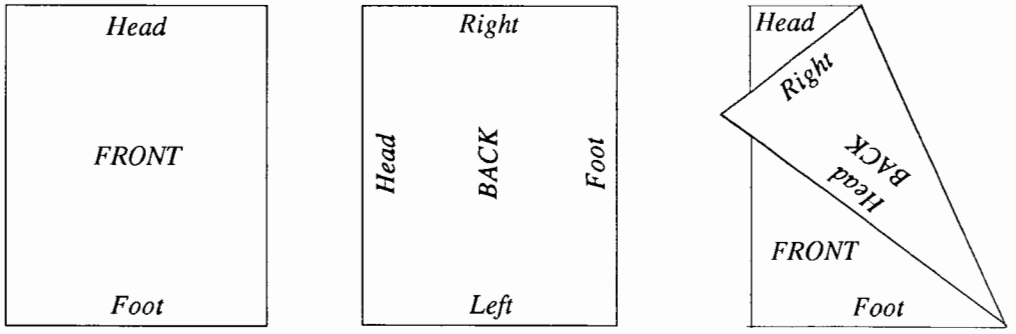


FIGURE 93. Head of Front to Right of Back

RULE WEIGHTS

"Rules" are the guiding lines printed on a form. **"Lines"** are the horizontal spaces (writing lines) in which data is entered. The use of different rule weights emphasizes the relation of certain parts of the form to other parts. Standard rule weights and their recommended uses are shown below. Printed rules or borders are **NOT** used on the right and left margins of a form. They serve no useful purpose and tend to increase production problems and costs.

Hairline rules guide the eye across the page.

Hairline rule

Bold rules attract the eye. A bold rule may be used to separate areas or zones on the form. The bolder the rule, the sterner the message it carries. Very bold rules or boxes can be intimidating to the user of the form.

Half-point (0.5 pt.) rule

One-point (1 pt.) rule

Two-point (2 pt.) rule

Four-point (4 pt.) rule

Leaders--dotted or dashed rules--guide the user across the page to a column where a figure or dollare amount is to be entered.

Parallel hairline rules start and stop the eye. They should be used to start the form and to end it. They may also be used to separate major sections of the form, over columnar headings, and vertically between identical columnar headings.

Rules should not be used to put a border around a form; but they may be used to border a small area that is dedicated to a special use, i.e., "For Accounting Use Only."

FOR ACCOUNTING USE ONLY	
AMOUNT	CODE

FIGURE 94. Rule Weights

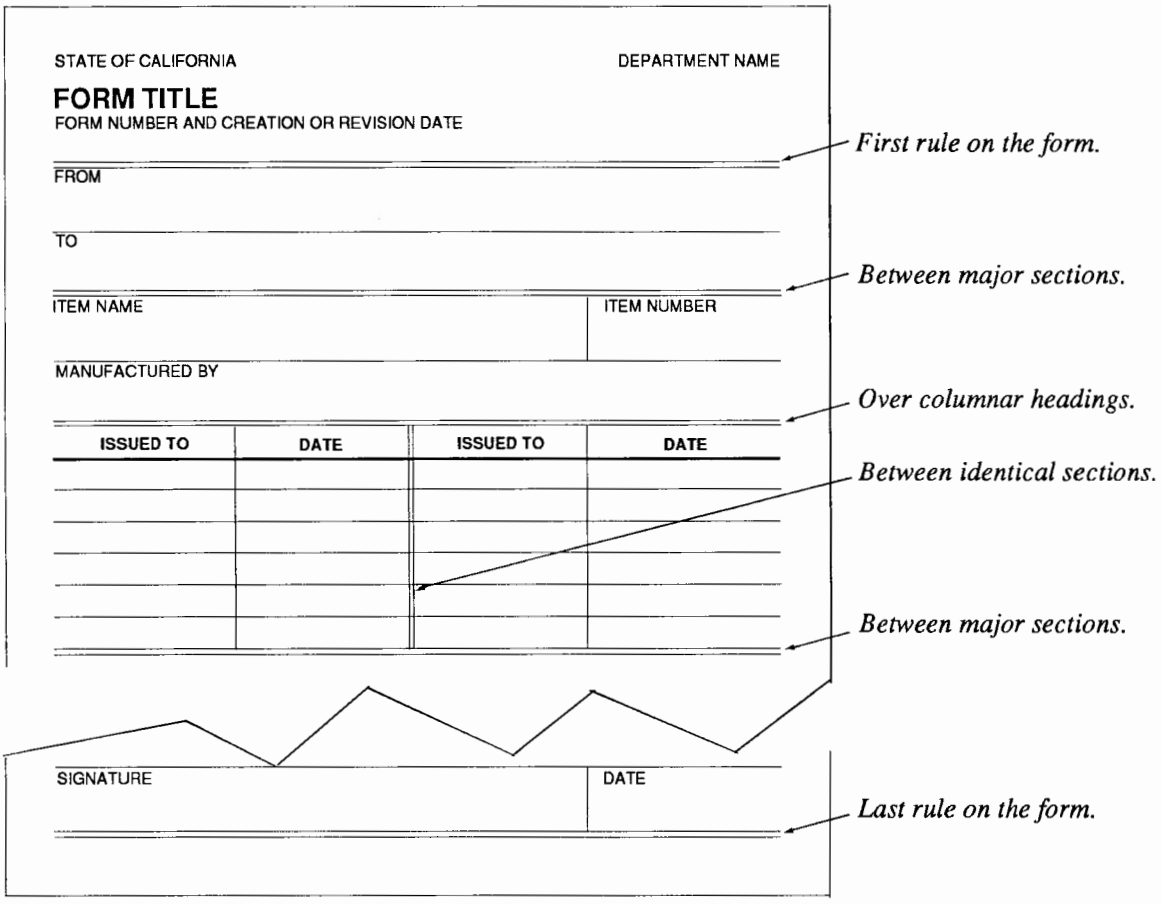
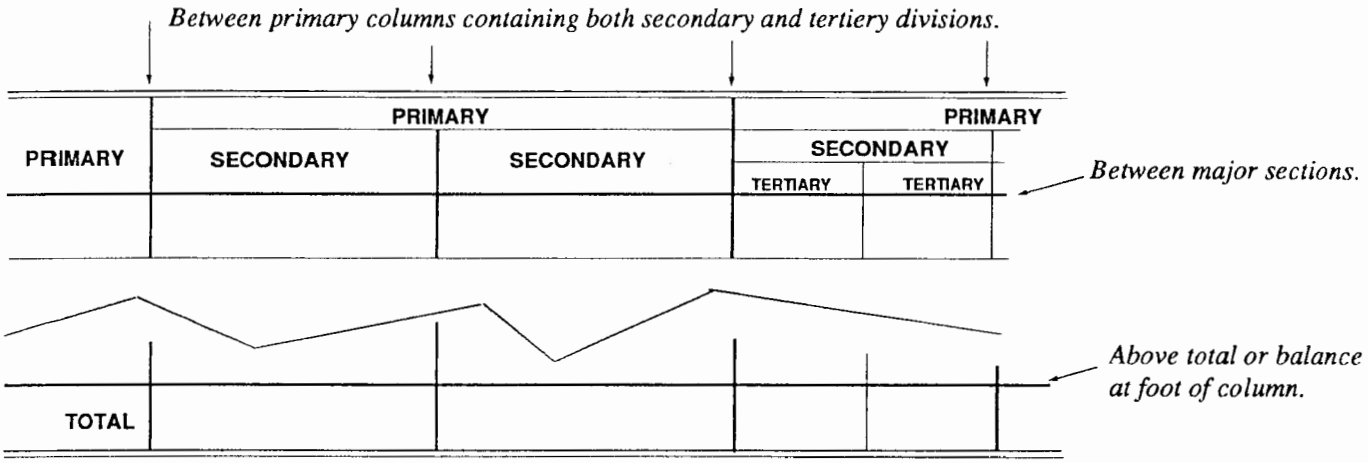


FIGURE 95. Use of Parallel Hairline Rules

RULE WEIGHTS (Continued)



When one or more primary columns are separated by one-point solid rules because of secondary and tertiary subdivisions, all other primary columns are separated by one-point solid rules.

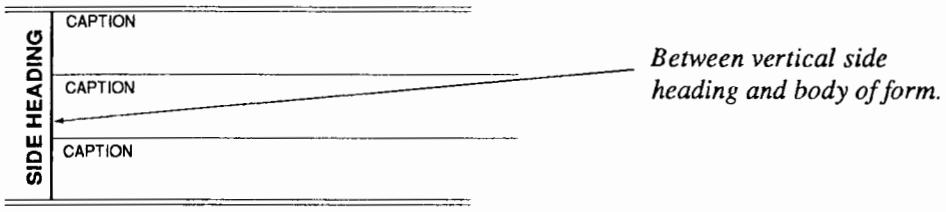
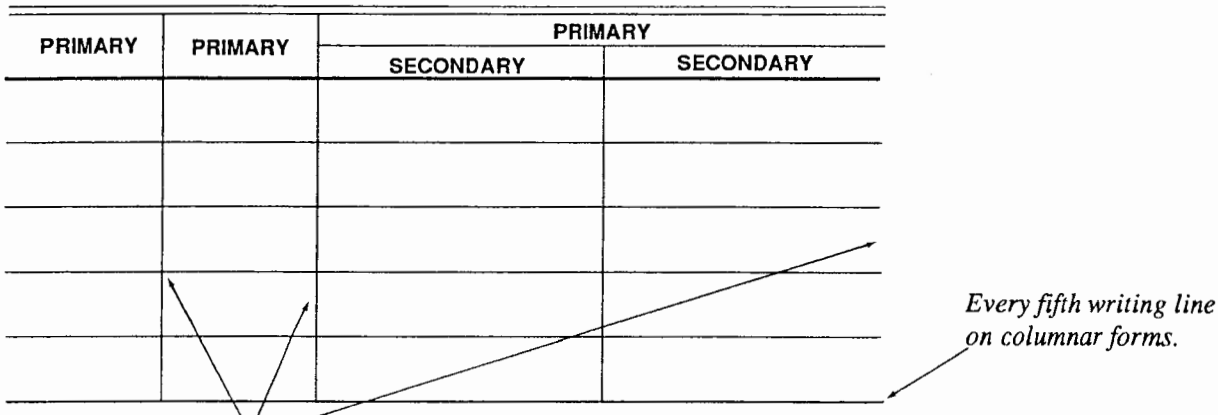
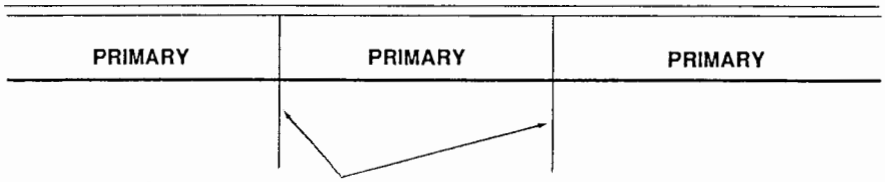


FIGURE 96. Use of One-Point Solid Rules



When one or more primary columns are separated by one-half point solid rules because of a secondary subdivision, all other primary columns are separated by one-half point solid rules.

FIGURE 96. Use of One-Half Point Solid Rules



Between primary headings that do not contain secondary divisions.

FIGURE 96. Use of Hairline Rules

TYPE FACES

Planner/Estimators at the Office of State Printing and staff of the Composing Room at the Office of Support Services will choose type sizes and styles for you if your copy does not indicate them. If you wish to mark up your copy or if you are setting your own type, the following examples may be of some help.

Serif type styles are those with a light line or stroke crossing or projecting from a main line or stroke of a letter. This style is appropriate for lengthy text or instructions.

Nonserif type styles do not have those decorative lines or strokes. The nonserif style is appropriate for form titles, subtitles, captions, short text or instructions.

Easy does it

THIS IS AN EXAMPLE OF 14 PT. HELVETICA (A SAN SERIF STYLE). SET IN A **BOLD FACE**, IT IS A GOOD CHOICE FOR THE TITLE OF A FORM.

12 PT. HELVETICA OR SMALLER ARE GOOD CHOICES FOR TITLES OR SUBTITLES.

10 PT. HELVETICA **9 PT. HELVETICA** **8 PT. HELVETICA**

6 PT. HELVETICA IS USUALLY THE BEST CHOICE FOR UPPER LEFT CAPTIONS

Italics are useful for emphasis. They can be used for parenthetical notes or certifications.

ADDRESS (*Number, Street, City, County, ZIP Code*)

I hereby certify upon my own person knowledge

Bold italics , either in Upper and Lower Case or ALL IN CAPITALS MAY BE USEFUL FOR CRITICAL INSTRUCTIONS AT THE TOP OF A FORM.

Capitals within a sentence should be used for EMPHASIS in place of underlining which is not good printing practice.

For **EXTRA** emphasis, use bold-faced capitals.

CAUTION: While a mix of type faces can make a form interesting and easier to understand, too many will give it a messy, disorganized appearance.