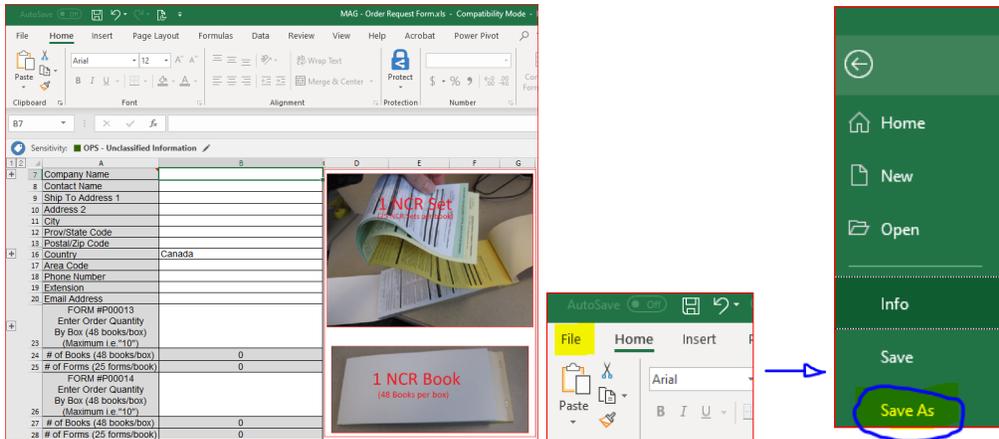


Process for Ordering Form 9 Books (For Non-OPS Clients)

Step 1: Complete the Excel order Form, save it to your desktop, and close the form/Excel file.



Note the following:

- You only need to enter information into the white fields (grey fields are locked). All white fields must be completed or your order will not be fulfilled
- For “Company Name” use your Organization Name (i.e. Police Service)
- For “Contact Name” use the name of the person the package should be addressed to
- Books are ordered by box which means the minimum order is 48 books (there are 48 books per box)
- The maximum number of boxes you can order is 7.

Step 2: Complete the Central Intake Form

- A) Open the [Central Intake Form](#) and select “Distribution” followed by “order stock”. Under “Describe your requirements”, indicate “see attached” (this is a mandatory field)

The screenshot shows the 'Ontario Document Solutions and Logistics Service Request Intake' form. At the top left is the Ontario logo. Below it is a blue button labeled 'Expand Instructions'. The main text reads: 'Complete this form to initiate a request for Print, Mass Mailing, Digital Conversion, Distribution, Publications Ontario, Surplus Assets Management, Forms Management, or if you are unsure of what service you require and/or just need a consultation. Once you have finished, select the "Submit" button to send your request.' Below this is a note: 'Fields marked with an asterisk (*) are mandatory.' The form is divided into sections. The first section is '1. Service Type', with instructions: 'Select the service type you are requesting *. For definition of services, select the Expand Instructions button.' There are checkboxes for 'Print', 'Mass Mailing', 'Digital Conversion', 'Distribution' (checked), 'Publications Ontario', 'Surplus Asset Management', 'Forms Management', and 'Unsure/Requests consultation with Specialist'. The next section is 'Distribution', with instructions: 'Select the service you are looking for (select one) *'. There are checkboxes for 'Distribution Services' and 'Order Stock' (checked). The final section is 'Describe your requirements *', with the text 'See attached' entered.

B) Under section 2, complete all mandatory fields, select “yes” for Agency, enter your agency name, click “Add file”, attach the Excel order form and click “Submit”.

2. Client Information

Are you an Agency? *
 Yes No

Agency Name *
 Toronto Police Service

IFIS Code (Mandatory for OPS Ministries Only)
 For assistance with IFIS code, visit the [Chart of Accounts Explained web page](#). Please note that no charges will be applied unless approval has been granted by the requester.

Balancing Unit	Program	Business Unit	Cost Centre	Account Number
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Contact

Last Name *
 John

First Name *
 Doe

Telephone Number *
 123-456-7890

Extension 123

Email Address *
 HelpDesk@TorontoPolice.ca

Additional Notes/Comments

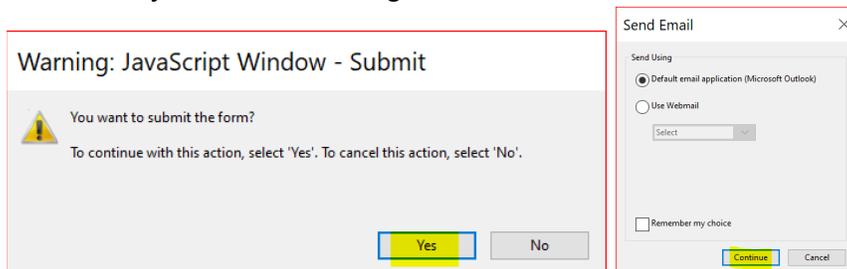
Note: If you have any supporting documents that would assist in this request (eg. drafts, business requirements, artwork, distribution lists) attach below.

Description	File Name
1 Order Form	<input type="button" value="Add File"/> <input type="button" value="Delete File"/> MAG - Order Request Form.xls

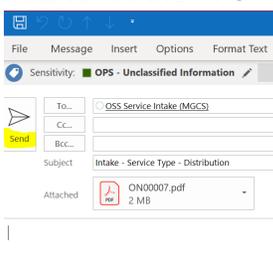
ON00007E (2020/03) © Queen's Printer for Ontario, 2020 Page 1 of 2

Description	File Name
1 Order Form	<input type="button" value="Add File"/> <input type="button" value="Delete File"/> MAG - Order Request Form.xls

C) After clicking “Submit”, a message will ask if you are sure, click “Yes”. This will be followed by another message, click “Continue”



D) The Central Intake (PDF) will be attached to a blank email with “OSS Services Intake” in the “TO” line. Click “send”.



After you have submitted the Central Intake, Service Management/OSS will provide a reference number/Unique Identifier (UI) to you via email. If you want to follow up with an order request you submitted, just email OSSServiceIntake@Ontario.ca and reference this UI number in your email.

Troubleshooting

Issue	Resolution
I'm trying to attach the Excel order form to the Central intake but it's not attaching	Ensure the form is closed. If you attempt to attach the Excel file while it is open, the file will not attach.
The Excel order form is not allowing me to enter my quantity.	The Excel order form will not allow orders greater than 7 boxes for either form (keep in mind the number represents boxes, not books – there are 48 books per box)
The Central intake is not allowing me to submit.	Ensure all mandatory fields (ie fields marked with an Asterix) are filled in.
I'm having other issues with the Central intake	Ensure you are using Adobe 11. Adobe Reader 11 is free to download from the Adobe website.