

Order Processing Protocol

1. Order* Package is sent to Commissioner's office (See page 2 for required content).
2. Commissioner signs order, places in outbox.
3. Commissioner's staff picks up and processes:
 - a. If before 11:00 fill in today's date for issuance (space provided on front of Order for typed or stamped date.)
 - b. If after 11:00 fill in next business day's date for issuance (space provided on front of Order for typed or stamped date.)
 - c. Type or Stamp same date on the Formal Action Data Sheet.
 - d. Complete Certification of Mailing form. (Attach as last page of order)
 - e. Scan order and makes two copies, stamping them certified true copies.
 - f. Make one copy each of the Order cover letter and letter to town clerk (if applicable) for order package.
 - g. Scan Formal Action Data Sheet.
 - h. Mail copy of order (certified mail) to Respondent with cover letter provided by staff in package.
 - i. Mail copy of order (certified mail) to Town Clerk for entry into land records *if there is the appropriate cover letter in the package.*
 - j. Complete certified mail tracking receipt-enter name of staff indicated on distribution list for the appropriate program.
 - k. Email scanned order and Formal Action Data Sheet to staff indicated on distribution list (one main contact and one cc as backup) and include information regarding the mailings mentioned in h. and i. (i.e. Certified true copy mailed to respondent, however no cover letter was present to the Town Clerk so no copy was provided for the land records.)
 - l. Place original order and package in Bureau outbox.
4. Program staff (on receiving scanned document):
 - a. Enters appropriate data into SIMS and uploads order and Formal Action Data Sheet- if no client is found then the order should be associated to the site.
 - b. Reassigns EI to Tina Dreselly in A/R, who will create client if not already in the system.

NOTE: If there is no penalty associated with the Order, it should not be assigned to Tina unless there is no client. If there is no client, assign to Tina, otherwise assign to staff listed as contact in the Order.
5. On completion of A/R steps and/or creation of client, Tina reassigns to staff listed as contact in the Order.

6. Bureau/Division picks up original and package, staff:
 - a. Sends appropriate notice of enforcement action to municipal officials (may email to certain contacts if allowed.)
 - b. Uploads EAS and other appropriate documents.
 - c. Files original documents as appropriate.
 - d. Mail certified true copies to other recipients as necessary and complete Certification of Mailing form.
 - e. Processes as per Division protocol (e.g., email to Bureau Chief, other contacts, program lead, OEPC, etc.)
 - f. Close in SIMS when compliance achieved.

*For orders signed at the Director level—After signature, the Director will forward the signed order to the staff identified on the attached distribution list. The designated staff person will follow the order processing protocol omitting the unnecessary steps.

Notes to originating staff:

- A space must be added on the first page of the order for the date of issuance to be entered by the Commissioner's staff.
- The order must be assigned a number prior to routing for Commissioner's signature. The number must appear on the order.

Order package to Commissioner must include:

Order. Note: If not already part of the format, a space must be added on the first page of the order for the date of issuance to be entered by the Commissioner's staff.

Cover Letter. Undated, signed, completed cover letter to the Respondent with any reference to the date of the order removed (may use standard format developed or may revise existing).

Certificate of Mailing Form. One form should be completed for the Commissioner's staff to complete for mailing to the Respondent and land records and another form to be completed by program staff for mailing to other recipients as necessary.

Land Record Filing. Undated, signed, completed cover letter(s) to the appropriate Town (s) for the land record filing, if such filing is necessary.

Formal Action Data Sheet. Completed. Takes the place of the CODS.

Enforcement Action Summary (EAS).

Supporting Documents. As needed by program. Some programs may need to modify their checklists to include the minimum required documents.