

Red Pen Changes

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Introduction

Overview

A change is considered a red pen change when there is no impact to the process.

This table contains a few examples of red pen changes and non-red pen changes.

Red pen changes	Non-red pen changes
Correcting punctuation E.g.: Adding or removing a comma or period.	Adding a new: <ul style="list-style-type: none">• Mailbox• Email address• Mailing address
Correcting: <ul style="list-style-type: none">• An incorrect title• Spelling or grammar• An incorrect mailing address	Adding or changing a phone number
Correcting an incorrect number E.g.: Account or transit number	Changing a number E.g.: Previously you follow up 5 times, now follow up 3 times.

Note: For red pen changes, you do not require the following:

- ROC
- IOC
- Editorial Review
- TW spreadsheet

Key accountabilities

Partner

- Sign out English chapters
- Sign out French chapters, **if** required
- Prepare form HF4532
- Submit red pen changes
- Provide signoff for red pen changes
- Check that requested updates are published on the intranet

Technical Writer (TW)

- Review form HF4532
- Verify red pen changes
- Process red pen changes

Items needed

Access to:

- MS Word
- MS Excel
- MS Outlook
- Intranet

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Submit a Red Pen Change

Partner

1. Identify the need to make a correction to a chapter. Then ask yourself, does the correction change a process?

Yes	No
<p>Note: This is not a red pen change</p> <ol style="list-style-type: none"> Prepare a ROC. Submit the job as a regular procedure update. <p>End of process</p>	<p>Go to the next step.</p>

2. Are you making changes to words?

Example: The following are changes to words:

- Changing a job title
- Correcting a form name?
- Correcting the spelling of a word

Note: Non-word changes include:

- Formatting
- Mailboxes
- Email addresses
- Numbers, such as form numbers or phone numbers

Yes	No
<ol style="list-style-type: none"> Send an email to your internal mailbox. When you receive the chapter, go to the next step. 	<ol style="list-style-type: none"> Send an email to your internal mailbox, asking to sign out English and French chapters. When you receive the chapters, go to the next step.

Note: For changes to words, the TW updates the English chapter and sends it for translation.

Else, the TW updates the English and French chapters, as no translation is required.

Continued

3. Update the chapter with required changes.
Note: Ensure your changes are tracked.
4. Complete the following sections of form HF4532.

Form HF4532
<ul style="list-style-type: none">• Request Information• Audience• In the CR # field, type Red Pen Change• Attachments• Supporting Documents Included if applicable

5. Attach the following to an email:
 - Chapters
 - Form HF4532
6. Send the email to your internal mailbox, requesting updates to the chapters.
7. When the TW sends the chapters to you for review:
 - Review the chapters
 - Update the chapters in a timely manner
 - Send the chapters back to the TW, on or before the due date

Process a Red Pen Change

The TW completes this section.

Reviewing form HF4532

1. Open the email from the requestor.
2. Review form HF4532 and the chapter.
3. Does this job qualify as a red pen change?

Yes	No
Go to the next step.	Reply to the requestor's email as follows: a. Inform them that this is not a red pen change. b. Ask that they: ‣ Prepare a ROC ‣ Submit the job as a regular procedural update

4. Is form HF4532 completed correctly?

Yes	No
Go to the next step.	Return form HF4532 to the requestor, asking them to complete the form correctly.

5. Add the job to the TW spreadsheet.
Result: The TW spreadsheet generates a unique job number.
6. Create a job folder with the job number generated by the TW spreadsheet.
7. Save the email and attachments to the **Source + SLA** sub folder.
8. Go to, [Updating form HF4532](#).

Updating form HF4532

1. In the **Job Number** field, located at the top of form HF4532, type the job number generated by the TW spreadsheet.
2. If unable to accept the requestor's propose dates, update the **Publication Date** and the **Implementation Date** fields.
3. On page 2, complete the **Deliverables** section.
4. Save the updated form in the **Source + SLA** sub folder of the job folder.
5. Send a copy of the updated form HF4532 to the requestor asking for signoff.
Note: In the email, include a due date for signoff.
6. Did you receive signoff?

Yes	No
Go to Updating the chapters .	<ol style="list-style-type: none">a. After the due date has passed, send an email to the requestor informing them that work cannot begin until you receive signoff.b. When you receive signoff, go to Updating the chapters.

Updating the chapters

1. Review the chapters.
Note: If the business partner has submitted English and French chapters, review them to ensure:
 - They are properly formatted
 - Information in both chapters match
2. Accept the requestor's updates and make edits as required.
Note: Ensure your changes are tracked.
3. Save the chapters in the **draft 1** sub folder.
4. Send an email with the updated chapters to the requestor asking for a draft 1 review.
Note: In the email, include a due date for completion of review.
5. Is the draft 1 review completed on time?

Yes	No
Go to the next step.	<ol style="list-style-type: none">a. Send an email to the requestor informing them that the draft 1 review is overdue.b. When you receive draft 1, go to the next step.

6. Accept the requestor's updates and make edits as required.
7. When you have a clean document, without any edits, send an email to the requestor asking for signoff.
Note: Attach the chapters to the email.
8. Did you receive signoff?

Yes	No
Go to the next step.	<ol style="list-style-type: none">a. After the due date has passed, send an email reminder to the requestor.b. When you receive signoff, go to the next step.

Continued

Updating the chapters, continued

9. Do you need to send the English chapter for translation?

Yes	No
a. Prepare the translation email template. b. Send the translation request to the translation mailbox. c. When you receive the translation from the translation team, go to the next step.	Go to the next step.

10. Place the chapters in the **Final** sub folder.
11. Send a publication request to the publisher.
Result: The publisher publishes the job on the intranet.

Post-publication review

- Inform the business partner that the updated chapters have been published.
Result: The business partner reviews the updates online.