F.Y.I.

from the Policy Unit
FYI-321
Date: Wednesday, January 13, 2021

SUBJECT: NEW! OnBase Document Request Form

Please contact the Policy Unit if you have any questions regarding these or any other changes at
DCSS POLICYQUESTIONS@azdes.gov **or call 602-771-8127**

The Policy Unit is pleased to announce the implementation of the new **OnBase Document Request** form. The new form will allow the requestor to include detailed information about their document request based on the type of document being requested and attach sample/mark-up document files to expedite the process.

The form includes the option to choose one of the following document types for each request:

- Eloquence
- DES Document Center
- Internal Forms and Checklists
- Vendor Documents

If you are requesting a new document and are uncertain which document type is the right choice, review the DCSS Document Overview table on the PORT before submitting your request.

Document requests submitted using the OnBase form will be assigned to a Policy Writer for processing and tracked by Policy management for timely completion. The new form replaces the previous process of submitting document requests through the Policy Question mailbox. Document request processing times will still vary depending on document type.

The OnBase Document Request form is found here:

OnBase > Forms > DCSS SAA > DCSS Document Request