



Sustainable Water Integrated Management
Support Mechanism
SWIM – SM
Project funded by the EU



CIHEAM
IAM Bari

MONEVA System
*MONitoring and EVALuation
System*



Sustainable Water
Integrated Management (SWIM) -
Support Mechanism



Project funded by
the European Union

Water is too precious to waste

**M&E System Application to monitor & evaluate the Participatory Irrigation
Management (PIM) and Irrigation Management Transfer (IMT) Process**

Activity implemented in collaboration with CIHEAM/IAM Bari



Users' Guide

Local Office: Working with PDF Forms

Rev. 1.5

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1.Introduction

To collect the information at the local level and perform the monitoring of the Water Users Association (WUA), PDF files consisting of fields that allow for a pre-guided compilation should be compiled by the Local Office.

The compiled Monitoring forms are transmitted to the appropriate Regional Office by email, on a digital support (CD, USB...) or as hard copies, depending on the level of preparedness of the WUA and the availability of soft and hard wares at the Local Office.

The Regional Office is provided with a Monitoring & Evaluation (M&E) system with Data Base (MONEVA System), having the ability to check and incorporate the data/info collected by the local offices (WUAs), to re-organise them into outputs and outcomes and to perform their evaluation with no capability of interference on the results. Two types of outcomes are foreseen for local level:

Outcomes C - Assess the institutional, financial and technical performance of Water Users Associations.

Outcomes D - Assess the impact of WUAs' establishment

The generated evaluation shows the relative level of achievement of each output/outcome by assigning scores to the corresponding variables/indicators according to pre-set scoring criteria, and by comparing the totals to a Maximum Number of Points (MNP) that can be scored.

The system distinguishes among four levels of achievement:

1. The Total number of points scored is = 100% MNP then the outcome/output is fully achieved.
2. The Total number of points scored is $\geq 70\%$ and $< 100\%$ MNP then the progress is satisfactory but improvements are needed.
3. The Total number of points scored is $\geq 30\%$ and $< 70\%$ MNP then the progress is medium and considerable improvements are needed.
4. The Total number of points scored is $< 30\%$ MNP then the progress is low and important improvements are needed. The Regional Office is responsible as well to provide the WUAs with the results of the Evaluation as it is generated by MONEVA System.

This guide illustrates the different types of PDF modules and the appropriate way to use them. It describes in details how to fill in the fields and how to transmit the information to the Appropriate Regional Office.

1.1 Description of the PDF files

Following, the various PDF files designed to collect information and data and consequently perform the WUAs monitoring, are described.

Local office – Detailed info module

This module represents the Identification Card of the WUA. Reference info about the WUA and general data related to the cropping pattern in the irrigated area managed by the WUA are collected.

Local office – Monitoring module, once at the start frequency

Info and Data to be entered just the first time the M&E system is applied are collected using this 3 pages PDF file.

Local office – Monitoring module, 12 months frequency

Info and Data to be monitored and updated yearly are collected using this 13–pages PDF file.

Local office – Monitoring module, 36 months frequency

Info and Data to be monitored and updated once each three years are collected using this 13–pages PDF file.

Modification request of Monitoring Data

This PDF form allows the WUA to send a request to the Regional Office to rectify any monitoring error.

Comments on Evaluation

With this PDF, the WUA can send to the Regional Office any comments/specific requests to explain/justify an achieved score. It applies to an indicator/variable/output/outcome. This is intended to give to the WUAs the right of reply, evaluation being performed by the regional office and communicated to the local office/WUA.

1.2 Description of the PDF fields

The PDF files consist of a group of light blue coloured fields to be filled in. There are essentially 3 different types of fields (Fig. 1):

- ✓ **Combo box** – is a drop–down menu that lists multiple predefined choices: only one can be selected.
- ✓ **Text field** – are boxes to be filled with free text, consisting of letters and numbers.

- ✓ **Check box** – are small boxes that can be checked to choose an option among two or more (e.g. Yes/No).

The following figure shows some examples of the afore described fields.

The figure shows a portion of a PDF form with three callout boxes explaining different field types:

- Combo box:** A callout box points to a dropdown menu for question C02050, "Is the elections of the Administrative Council made through:". The dropdown is open, showing options: "secret voting", "selection", and "not at all". The callout text reads: "Combo box – a drop-down menu that lists multiple predefined choices: only one can be selected".
- Text field:** A callout box points to a text input field for question C02061, "Number of women participating in the last General Assembly". The field contains the number "23". The callout text reads: "Text field – boxes to be filled with free text, consisting of letters and/or numbers." Another callout points to a similar field for C02062, "Number of women participating in the last General Assembly", which contains the number "20".
- Check box:** A callout box points to question C02080, "Annual auditing report (for the previous year) applied". The field shows two radio buttons: "Yes" (checked) and "No". The callout text reads: "Check box – small boxes that can be checked to choose an option among two or more (e.g. Yes/No)." (Note: the image shows radio buttons, but the text refers to check boxes).

Fig. 1 – Fill-in fields of the PDF form

2. Monitoring

2.1 Local office – detailed info module

This form is used to collect basic information about the individual WUAs. The current date shows on the upper left corner of Page 1.

The first step consists in filling in the unique WUA Code assigned to you by the Regional Office (Fig. 2). The WUA code is composed of 6 digits where the first one identifies the Country/State/Nation, the 2nd and 3rd the Regional office and the last three identify the local office or the WUA. The system can handle a maximum of 99 regional offices in a Country/State/Nation and a maximum of 999 local offices/WUAs in one regional office.

Current date Page 1 / 3



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Local office - detailed info module

Please enter the following

→ **the unique WUA CODE** WUA CODE

Fig. 2 – Local office detailed info module: Current date and WUA code

The following fields (Fig. 3) collect reference information about the WUA. By clicking inside, the free text, combo box and date fields are made available to be filled in.

OFFICIAL NAME OF ASSOCIATION

OFFICIAL ADDRESS INFORMATION

CITY

STREET

CIVIC NUMBER ZIPCODE

President name

Contact e mail Contact phone

Year in which the handing over agreement was signed:

Date of the creation of the WUA

WUA status PIM IMT

If the irrigable area of the larger irrigation system is the name of the larger system

Calendar for novembre 2014:

lun	mar	mer	gio	ven	sab	dom
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Oggi: 25/11/2014

Fig. 3 – Local office detailed info module: Reference information about the WUA

On Page 2, information regarding the main irrigated crops in the area managed by the WUA are collected. Three main categories of crops are considered: Field crops; Vegetables; Fruits and trees.

Field crops are divided into Cereals, Forages and legumes; Vegetables are divided into Seasonal and Off-season, in order to account for the economic importance of Off-season vegetables cultivated in some areas. The WUA/local office is asked to enter in % the total irrigated area per type of crop for these two categories (Main field crops and Main vegetables) as shown in figure 4.

Main field crops expressed in % of total irrigated area		%	
Cereals	35		
Forages	40		
Legumes	25		

Main vegetables expressed in % of total irrigated area		%	
Seasonal	60		
Off-season	40		

Fig. 4 – Local office detailed info module: Characteristics of the fields representing the irrigated cereals and vegetables in the area managed by the WUA

The fields of the third category i.e. Fruits and trees are differently filled in; fruits and trees types are encoded through numbers. The WUA has to identify from the correspondence table the appropriate code of a specific irrigated fruit and tree, to select the identified code from the drop-down list, and then to assign the correct percentage as shown in figure 5. Please note that summing the percentages of one category, a total greater than 100% irrigated area can be obtained due to intensification.

**Main fruits and trees
expressed in % of total
irrigated area**

Fruits and Trees CODE	%
3 <input style="width: 20px;" type="text"/>	20
7 <input style="width: 20px;" type="text"/>	10
<input style="width: 20px;" type="text"/>	
<input style="width: 20px;" type="text"/>	
<input style="width: 20px;" type="text"/>	

Fruits and Trees CODES	Fruits and Trees types
1	ALMONDS
2	APPLES
3	APRICOTS
4	AVOCADO
5	BANANA
6	CHERRIES
7	CITRUS
8	CONIFER TREES
9	DATE PALMS
10	DECIDUOUS TREES
11	GRAPES
12	OLIVES
13	PEACHES
14	PEARS
15	PISTACHIOS
16	WALNUTS

Fig. 5 – Local office detailed info module: Characteristics of the fields representing the irrigated fruits and trees in the area managed by the WUA

2.2 Local office – Monitoring module once at the start frequency

With this module, the information is entered only once i.e. the first time the M&E is applied. The info/data entered, correspond to the state of the art/the cumulative data up to a Reference Year (Ry) defined at National level. It will be used as a reference for the subsequent annual and triennial monitoring . This PDF module is customized at National level by inputting the defined Ry as shown in Fig. 6, and then distributed to the Local Offices.

The first field to enter (Fig. 6) is the WUA code assigned to you by the Regional Office.

Local office - Monitoring module, once at the start frequency

Please enter the following

the unique WUA CODE

WUA CODE

Reference year

DATE

Fig. 6 – Local office – Monitoring module once at the start frequency customized at National level: WUA code and built in Reference Year

The WUA code is composed of 6 digits where the first one identifies the Country/State/Nation, the 2nd and 3rd the Regional office and the last three identify the local office or the WUA. The system can handle a maximum of 99 regional offices in a Country/State/Nation and a maximum of 999 local offices/WUAs in one regional office.

The subsequent fields are of text type and they mainly monitor the irrigable area, the estimated water requirements, and the employment, if any, generated by the PIM/IMT program (example is shown in Fig. 7).

Please answer the following questions

Irrigable area is the maximum area that can be irrigated within the WUA irrigation scheme if there no limitation of supply. It is calculated by summing the net irrigable area of all farms inside the equipped area. This is a characteristic of the irrigation system and does not change with time unless there is an important rehabilitation or improvement of the irrigation system.

C03024

Ha

Fig. 7 – Local office – Monitoring module once at the start frequency: Example of text fields to be filled in

2.3 Local office – Monitoring module 12 months frequency

With this module, Info and Data to be monitored and updated yearly are collected . The first two fields to be entered (Fig. 8) are the WUA unique code (assigned to you by the Regional Office) and the year for which Monitoring is performed. The WUA code is composed of 6 digits where the first one identifies the Country/State/Nation, the 2nd and 3rd the Regional office and the last three identify the local office or the WUA. The system can handle a maximum of 99 regional offices in a Country/State/Nation and a maximum of 999 local offices/WUAs in one regional office. If the Ry defined at National level is 2004, then this module shall be compiled yearly starting 2005.

Local office - Monitoring module, 12 months frequency

Please enter the following

the unique WUA CODE

year relative to the data you are entering

WUA CODE

DATE

Fig. 8 – Local office – Monitoring module 12 months frequency: WUA code and monitoring year

Most of the subsequent fields are free text fields; few are combo box and date fields that can be activated by clicking in, and filled in by selecting the appropriate answer/info from a drop down list; others are simple check boxes (Fig. 9).

Is the election of the Administrative Council made through:

C02050 **Combo box** – a drop-down menu that lists multiple predefined choices. Only one of the choices can be selected.

Number of women members of the WUA

C02061 no. of women

Number of women participating in the last General Assembly

C02062 no. of women

Number of women members of the Administrative Council

C02063 no. of women

Annual auditing report (for the previous year) approved

C02080 Yes No

Text field – boxes to be filled with free text, consisting of letters and numbers.

Check box – little boxes that can be checked to choose an option among two or more (e.g. Yes/No).

Fig. 9 – Local office – Monitoring module 12 months frequency: Examples of fields used to collect information and data

2.4 Local office – Monitoring module 36 months frequency

Info and Data to be monitored and updated once each three years are collected with this module. The first two fields to be entered (Fig. 10) are the WUA unique code (assigned to you by the Regional Office) and the year for which Monitoring update is performed. The WUA code is composed of 6 digits where the first one identifies the Country/State/Nation, the 2nd and 3rd the Regional office and the last three identify the local office or the WUA. The system can handle a maximum of 99 regional offices in a Country/State/Nation and a maximum of 999 local offices/WUAs in one regional office. If the Ry defined at National level is 2004, then this module shall be compiled once each three years starting 2005 (i.e. for 2005, 2008, 2011 etc).

Local office - Monitoring module, 36 months frequency

Please enter the following

the unique WUA CODE	WUA CODE
year relative to the data you are entering	DATE

1	2	3	4	5	6
---	---	---	---	---	---

2005

Fig. 10 – Local office – Monitoring module 36 months frequency: WUA code and monitoring year

The subsequent fields are mainly free text fields, and check boxes (Fig. 11).

WUA organizes training sessions for farmers: this is often the WUA responsibility

C07050 Yes No

Degree of satisfaction of the farmers with respect to the WUA performance represents the percentage of farmers who are satisfied. It will be necessary to carry out a survey among the famers. To make statistically significant will be expensive. Hence it is suggested to ask at random some 20- 30 farmers trough a questionnaire to be filled

C07070 %

Fig. 11 – Local office – Monitoring module 36 months frequency: Example of fields used to collect information and data

2.5 Sending and exporting collected data

It is extremely important to note that the PDF forms, once completed, cannot be saved if you are only provided with the free Adobe Reader software. This is clearly shown in the message constantly present in the purple band on the top of the open PDF window (Fig. 12).



Fig. 12 – Saving data into PDF forms: Alarming message

As the message states, the data typed into the form cannot be saved consequently, if you close the PDF file before sending or exporting it, data will be lost.

When all data have been entered into the form, you can choose how to forward it to the Regional Office. However, one condition has to be fulfilled first:

All mandatory fields contained in red boxes (i.e. WUA unique code and dates) should be filled in. If any mandatory data is missing, a warning message will appear (Fig. 13).

The non-mandatory fields are the ones in light blue boxes.

completed 12 month monitoring can

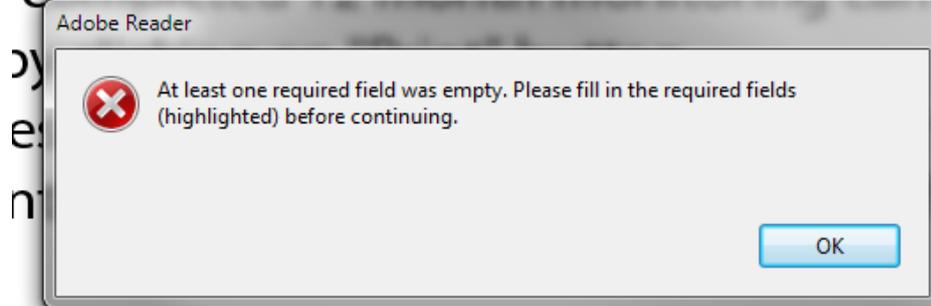


Fig. 13 – Sending form denial warning message.

When this condition is fulfilled, please follow the options/instructions reported at the end of each PDF form, and listed and detailed hereafter, to send your compiled form to the Relative Regional Office:

Option 1 - Once you click on "E-mail" button a window will appear; it allows for sending the data file (not the PDF itself) attached to an email pre-populated with the address of the Regional Office.

i) Choosing the option "Default email application", a draft email will be generated using the default email application (e.g. Outlook, Thunderbird, Windows Live Mail) as shown in Figures 14 and 15.

*A copy of your completed 12 month monitoring can be printed out by clicking on the Print button.
*If Acrobat Professional is installed then the 12 months monitoring data can be saved as a PDF or xml file.

Thank you for your collaboration.

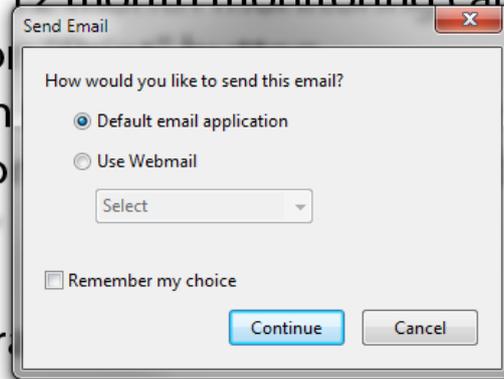


Fig. 14 – Sending the form through the Default email application

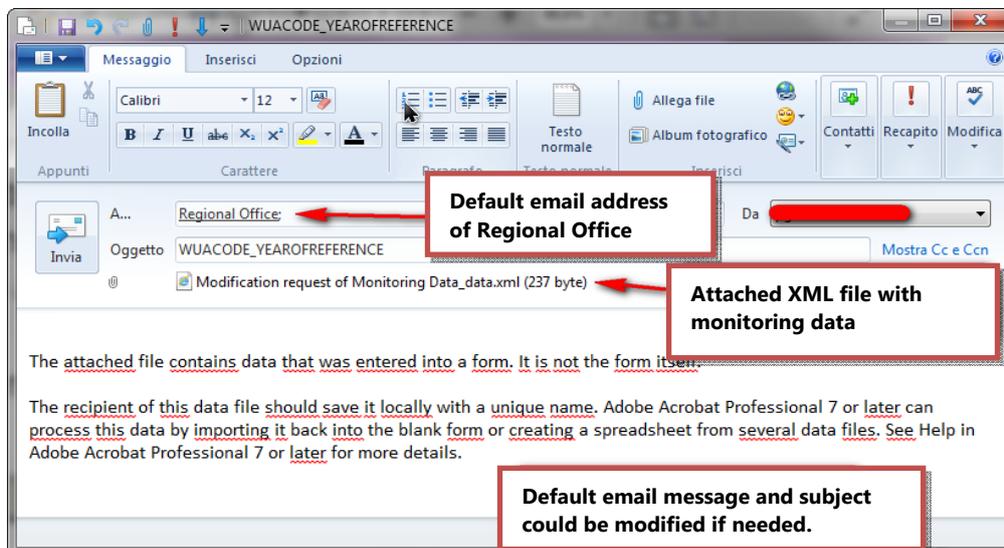


Fig. 15 – A draft email is generated to send the form data file to the Regional office

The email message and the subject could be modified if needed. The default recipient of the email is the predefined Regional Office, but it can be deleted and other recipients may be added. Moreover, please note that the attached file is an XML that contains the data filled in the form, not the PDF file itself.

When received, the Regional Office will save the Local XML with a unique name. Adobe Acrobat Professional 7 or later versions can process this XML file data by importing it back into the blank form or creating a spread sheet from several other data files.

ii) You can also send the data using a webmail account (e.g. Gmail, Yahoo) choosing the appropriate option from the window that opens after clicking on "E-mail" button on the PDF form (Fig. 16).

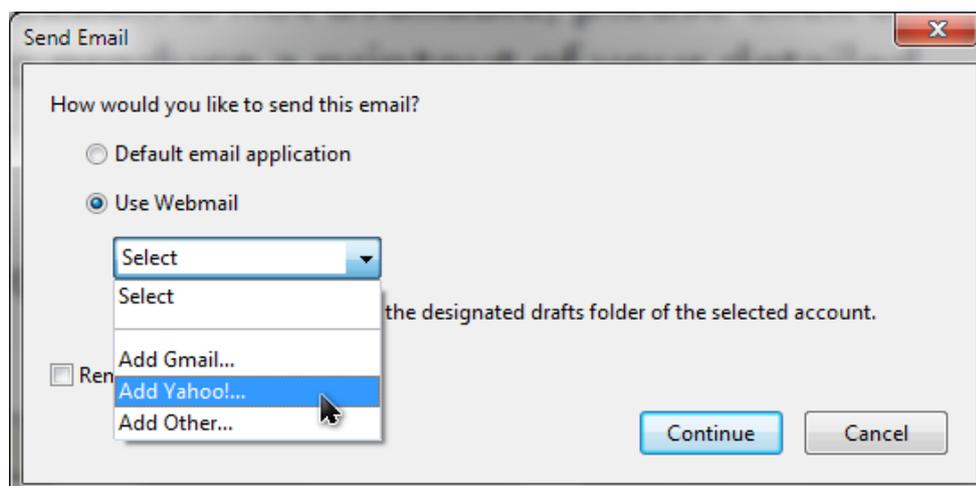


Fig. 16 – Choosing the webmail option to send the data file

The webmail account credentials should be entered every time a file is sent.

A draft email will be generated when opening the internet browser, after which the user can edit the message and add other recipients if required.

Option 2 - A copy of the form can be printed out by clicking on "Print" button; if no other option is available, the form can be delivered to the Regional Office which will be responsible for the transcription of data onto the M&E system.

Option 3 - If Acrobat Professional is installed on your computer then the PDF form can be saved as a PDF or XML file. If no internet connection is available these files can be delivered to the Regional Office which will be responsible for copying the data onto the M&E system.

The regional office is provided with a Monitoring and Evaluation (M&E) system with database, which allows for the receipt and incorporation of the data/info collected by the local offices (WUAs), and for the consequent evaluation of the WUA with no interference on the result. The regional office is responsible for sending back, to the WUAs, their own evaluation performed through the M&E System.

2.6 Local office – Modification request of Monitoring Data

It may happen that a local office/WUA identifies a monitoring error after having sent the monitoring modules to the Regional Office.

This PDF form allows the WUA to send a request to the Regional office to rectify any monitoring error.

The first mandatory information to be entered is the WUA identification code composed of 6 digits where the first one identifies the Country/State/Nation, the 2nd and 3rd the Regional office and the last three identify the local office or the WUA. A form where the following information is required (Fig. 17), is filled in for each single variable/indicator, the WUA needs to update/correct:

- ✓ **Code of the indicator or variable object of request** – It represents the alphanumeric code of the variable/indicator the WUA needs to rectify. The code shows next to each monitoring field.
- ✓ **Relative year of the object of request** – the year for which the variable/indicator above identified needs to be updated.
- ✓ **Proposed corrected value** – the corrected value of the indicator/variable.
- ✓ **Comments** – useful comments to explain and motivate the request

CODE OF THE INDICATOR OR VARIABLE OBJECT OF REQUEST	C04031
RELATIVE YEAR OF THE OBJECT OF REQUEST	2011
PROPOSED CORRECTED VALUE	12
COMMENTS	

Fig. 17 – Local office – Modification request of Monitoring Data: Information to be provided for each variable/indicator object of request

Finally, you have to follow the options/instructions reported at the end of the PDF form file to send your compiled form to the Relative Regional Office (see 2.5).

3. Local Office – Comments on evaluation

Figure 18 shows an example of the evaluation sheet, local offices/WUAs receive by e mail or regular mail from the Regional Offices.

OFFICE:		111001	Official name of WUA	Year:	2007	1/1 Local evaluation Model C01L 15/10/2014				
Outcome	Output	Indicator	MONITORING			Value entered	Sub Total	EVALUATION		
			Evaluation criteria (in Points)					Indicator	Output Total/MNP	Outcome Total/MNP
			2	1	0					
C.1 - WUA formally established										
C.1.1 - WUA has clear functioning rules										
	C01010	Y		N	Y	2	The indicator checks the existence or not of the Statutes of the WUA which are an indispensable legal instrument for the management of the WUA. Its absence is a strong shortcoming	2/4 = 50%	2/4 = 50%	
		Statutes of the WUA are available								
	C01011	Y		N	N	0	This indicator checks if the transfer agreement has been signed between the WUA and the irrigation agency. The absence of the transfer agreement is understood as the WUA being in an intermediate state where part of the management activities are carried out together with the Irrigation agency (PIM stage)			
		Transfer agreement has been signed								

Fig. 18 – Local office – Evaluation sheet of Outcome C1 performed at Regional level and transmitted to the WUA

The example refers to Outcome C.1 (WUA formally established) composed by a single output C.1.1 (WUA has clear functioning rules) which is evaluated through two logical indicators:

C01010: "Statutes of the WUA are available" scored "2", the given answer being "YES" and

C01011: "Transfer agreement has been signed" scored "0" the given answer being "NO".

As a result, the Output yielded 2 points over the Maximum Number of Points to reach (4 in this case). The same score applies to the Outcome formed by a single Output, putting the level of achievement at 50%, which means that the progress is medium and considerable improvements are needed for the formal establishment of the WUA .

With the PDF entitled "Comments on Evaluation", the WUA can send to the Regional Office comments/specific requests to explain/justify a specific achieved score of an indicator/variable/output/outcome. This is intended to give to the WUAs the right of reply as evaluation is performed by the regional office and communicated to the local office/WUA.

The first two fields to be entered (Fig. 19) are the WUA code and the evaluation year you are commenting. The WUA code is composed of 6 digits where the first one identifies the Country/State/Nation, the 2nd and 3rd the Regional office and the last three identify the local office or the WUA.

Comments on evaluation

Please enter the following

the unique WUA CODE

WUA CODE

1	2	3	4	5	6
---	---	---	---	---	---

Please fill in the following information

EVALUATION YEAR

2	0	1	3
---	---	---	---

Fig. 19 – Local office – Comments on Evaluation: WUA code and evaluation year

The fields to fill in relate to the specific indicator/variable/output/outcome you need to comment (Fig. 20) and are described below:

- ✓ **Code** – Each indicator/variable/output/outcome is affected with a code (reported in the monitoring modules as well as in the evaluation sheet). Please report the code of the indicator/variable/output/outcome you need to comment in the appropriate field.
- ✓ **Achieved score** – is the score attributed to the indicator/variable/output/outcome you are commenting as reported in the evaluation sheet (a result of the monitoring).
- ✓ **Maximum Number of Points** – the Maximum score that can ever be attributed to an indicator/variable/output/outcome (reported in the evaluation sheet)
- ✓ **Comments** – this is the space where you can enter your comments/specific requests to explain/justify the score achieved/attributed to the indicator/variable/output/outcome you are referring to and the resulting evaluation.

CODE OF THE INDICATOR OR VARIABLE OBJECT OF REQUEST	<input type="text"/>	ACHIEVED SCORE	<input type="text"/>	AVAILABLE MNP	<input type="text"/>
COMMENTS	<input type="text"/>				
COMMENTS					
CODE OF THE OUTPUT OBJECT OF REQUEST	<input type="text"/>	ACHIEVED SCORE	<input type="text"/>	AVAILABLE MNP	<input type="text"/>
COMMENTS	<input type="text"/>				
CODE OF THE OUTCOME OBJECT OF REQUEST	<input type="text"/>	ACHIEVED SCORE	<input type="text"/>	AVAILABLE MNP	<input type="text"/>
COMMENTS	<input type="text"/>				

Fig. 20 – Local office – Comments on Evaluation

Finally, you have to follow the options/instructions reported at the end of the PDF form file to send your compiled form to the Relative Regional Office (see 2.5).

4. Customization of PDF forms

Note: this chapter is intended only for National Authorities, that have to use Acrobat Professional to properly customize the PDF forms and save them as new files to be distributed to the local levels.

All the PDF form files can be customized by the National Authority, if needed (Fig. 21). At the end of each file you can find a field named "Insert customization password". Once this field is filled in with the appropriate password, available at the National Level, all fields will be made available. Checking any field will disable it in the PDF module as shown in Figure 22.

<input type="checkbox"/> C02061	<input type="checkbox"/> C03052	<input type="checkbox"/> C04041	<input type="checkbox"/> C05081	<input type="checkbox"/> C06102	<input type="checkbox"/> C09022	<input type="checkbox"/> D05021
<input type="checkbox"/> C02062	<input type="checkbox"/> C03071	<input type="checkbox"/> C04042	<input type="checkbox"/> C05082	<input type="checkbox"/> C06111	<input type="checkbox"/> C09023	<input type="checkbox"/> D06010
<input type="checkbox"/> C02063	<input type="checkbox"/> C03081	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> C09024	<input type="checkbox"/> D06020
<input type="checkbox"/> C02080	<input type="checkbox"/> C03091	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> C10020	<input type="checkbox"/> D09013
<input type="checkbox"/> C02090	<input checked="" type="checkbox"/> C03101	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> C10040	<input type="checkbox"/> D09023
<input type="checkbox"/> C02100	<input checked="" type="checkbox"/> C03102	<input type="checkbox"/> C04062	<input type="checkbox"/> C06040	<input type="checkbox"/> C06131	<input type="checkbox"/> C10050	

Insert customization password

Fig. 21 – Customization of PDF files. Checking (making unavailable) fields C03101 and C03102

Current date Page 4 / 13

Irrigable area that is served with open canals

C03091 Ha

Example of two hidden fields.

Irrigable area under sprinkler irrigation

C03103 Ha

Fig. 22 – Fields C03101 and C030102 are hidden in the PDF form after customization

Once the password is typed in the appropriate field, click outside the password box. Few seconds are needed before all the field codes appear as shown in Figure 18. Each code represents a field/variable/indicator (see Fig. 9). Checking a field code hides the monitoring variable/indicator from the original PDF form.

Once the customization is completed, the form can be filled as usual, but keep in mind that the PDF file cannot be saved as a new file if only Acrobat Reader free software is available on your computer. If instead, Acrobat Professional is available, a modified and customized copy of the PDF file can be saved. This is useful if users are asked to fill a sub-domain of the fields of the standard form.

Note: The customization of PDF module Local office – Monitoring module once at the start frequency (section 2.2) is mandatory and does not require any password. It shall take place when PIM/IMT dates are defined (see M&E Users' Guide - Database for National/Central Office), by inputting Ry, saving the customized form and distributing it to the Local Offices.