

**Rose-Hulman Institute of Technology
Mail Processing Center
Quality Control Assurance Program**

II. STANDARD MAILING PROCEDURES

The following procedures have been established to ensure compliance with the Mail Processing Center Quality Control Assurance Program as described in section I. The practices and guidelines outlined in the Assurance Program are to be followed each time a mail preparation service is performed.

- A.** Each mailing request must be documented by completion of a Mail Processing Request Form by the requesting department or organization. All information on the Mail Processing Request Form must be completed by the mail patron prior to beginning any job.
- B.** A consultation between the appropriate MPC employee and the mail patron must be held to review the job parameters, delivery deadline, material resources and equipment requirements. A job can not begin until this review is completed and all aspects of the mailing are clearly identified by the MPC.
- C.** Each mail patron should follow the mail preparation standards as listed in the MPC Mail Services Guide to meet the requirements for automated mailings, when appropriate, in order to obtain the best service and lowest cost for the Institute.
- D.** Each mail patron should provide the MPC with an address database for the applicable mailing in comma or tab delimited ASCII (plain text) format. Specific instructions are available in the Mail Services Guide.
- E.** Your address data will be checked and standardized against the USPS' national database.
- F.** The USPS will not deliver mail to addresses that the Postal Soft program determines as invalid. The MPC will provide a list of these invalid addresses to the postal patron along with the corresponding Postal Soft error code description.