

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

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**I. INTRODUCTION**

The purpose of this assurance program is to establish minimum required standards and procedures for the Mail Processing Center employees use in performing mail preparation services for the Rose-Hulman Institute of Technology community. The Mail Processing Center is available to assist the Campus community in designing mail pieces to reduce postage cost as well as processing and delivery times. Quality controls are an essential part of these services and must be followed in accordance with the assurance program guidelines.

These standards and procedures are designed to meet several objectives:

- 1) To ensure integrity, confidentiality and professionalism of each mailing.
- 2) To provide compliance with USPS mailing standards.
- 3) To meet the quality standards established by the Mail Processing Center for the Rose-Hulman Campus mailing patrons.

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**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.

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**III. CONFIDENTIAL INFORMATION**

From time to time, Rose-Hulman mailing patrons may disclose certain of its confidential and proprietary information to the Mail Processing Center. Confidential Information includes all data, address lists, materials, specifications, manuals, and other information disclosed or submitted, orally, in writing, or by any other media, to the Mail Processing Center by a Rose-Hulman mailing patron.

**Mail Processing Center Obligations**

- A.** The Mail Processing Center agrees that the Confidential Information is to be considered confidential and proprietary to the Rose-Hulman mailing patron and the Mail Processing Center will hold this information in confidence, will not use the Confidential Information other than for the purposes of its business with the mailing patron, and will disclose it only to its managers, supervisors, or employees with a specific need to know. The Mail Processing Center will not disclose, publish or otherwise reveal any of the Confidential Information received from a Rose-Hulman mailing patron to any other party whatsoever except with the specific prior written authorization of the mailing patron.
- B.** Confidential Information furnished in tangible form will not be duplicated by the Mail Processing Center except for purposes of processing or safe keeping. Upon request, the Mail Processing Center will return all Confidential Information received in written or tangible form, including copies, or reproductions or other media containing such Confidential Information, within ten (10) business days of the request. At the Rose-Hulman mailing patron's option, any documents or other media developed by the Mail Processing Center containing Confidential Information may be destroyed by the Mail Processing Center. The Mail Processing Center will provide a written certificate to the mailing patron regarding destruction within ten (10) business days.

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**IV. ACCOUNTABILITY & STANDARD OPERATING PROCEDURES**

General accountability and standard operating procedures have been developed by the MPC for employees to use in the mail preparation process. These procedures are mandatory for all employees working in the MPC. Each MPC employee will have read and signed an acknowledgement as to their understanding of the Quality Control Assurance Program. Each mailing processed through the MPC must be prepared in accordance with the following standards.

- A.** Personalized mailings that require a matching of the inserted mail piece to an addressed envelope, unless processed on the PFE Mail Printer, will be processed manually to insure that the personalized mail piece is inserted into the correct envelope. However, mail pieces may be mechanically inserted in window envelopes provided that the proper accountability standards outlined in this section has been met.
- B.** Personalized mail pieces produced on the PFE Mail Printer that provide document matching will include a visual verification by a routine stoppage of the production process to insure matching accuracy.
- C.** Contents of the mail pieces are always considered confidential and will never be discussed outside the MPC by employees.
- D.** Mail pieces are subject to machine jams and possible destruction during the inserting, folding, tabbing or metering processes. Materials supplied by the mail patron must be of good quality to help reduce mail piece damage. However, should damage occur, mail patrons will be responsible for replacing damaged mail pieces.

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- E. Each mail patron will receive a copy of the Mail Processing Request Form at the completion of each job which will include the total processing charges, the amount of postage savings and the amount of possible additional savings. An explanation of the amount of possible additional savings will be explained to the mail patron to plan for future Institute mail savings.
- F. All mail presented to the MPC must include the applicable department code for tracking and billing purposes.
- G. Each MPC employee must be familiar with RHIT environmental health and safety guidelines and general housekeeping rules to help prevent workplace accidents.

**V. MPC EMPLOYEE ACKNOWLEDGEMENT**

I have read the Quality Control Assurance Program and acknowledge my understanding of the program and the Mail Services Guide as presented to me as a requirement of my position within the Mail Processing Center.

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