








SOP Reference #: PUR003

Operation/Task:	Overload Outside Services-Data Processing & Mailing Services			Equipment:	N/A
Owner:	Purchasing Manager	Date Created:	11/1/14	Department:	Manufacturing Support
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

**Purpose:** This SOP/work instruction describes the process of managing overload work from manufacturing.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Scheduling/Department Manager identify need for assistance from outside service to meet ticket due date.	Review needs daily using schedule and knowledge of equipment capabilities. Clients with specific security requests will not have their work outsourced from ENPOINTE and this list should be checked by the Scheduler/Department Manager prior to identifying work to be outsourced.	To meet the customers expectation.
2		Check to make sure the job is not a PHI or SPII job.	Check the top of the ticket directly under the "Job Title Line" for a black box that would have the indicators reversed out "PHI" or "SPII"	PHI and SPII jobs are not to be outsourced. Unless they have passed vendor security audit performed by CAPS team. Contact IT Security and Compliance Manager or CFO to confirm vendor has passed audit. See SOP-QS001
3		Buyer identifies potential vendor and makes initial contact.	Call or email pertinent information for the vendor to be able to successfully produce the job.	Reduce the risk of spoilage and produce the project in a timely manner.

4	<input checked="" type="checkbox"/>	Vendor must meet the following criteria:	<p>The following types of Data Processing and Mailing Services work may not be outsourced without ENPOINTE documenting our communication informing our client that the work will be outsourced.</p> <ol style="list-style-type: none"> <li>1. Work from any security-oriented client. ENPOINTE's list of security-oriented clients is emailed to all Purchasing/Sales/Client Services staff on the 1<sup>st</sup> business day of each month. If there are any questions, please contact the IT Security and Compliance Manager or the Chief Technology Officer.</li> <li>2. Work including PHI or SPID data. Jobs with PHI or SPID are noted on the Job Ticket.</li> </ol> <p>In addition, Data Processing and Mailing Services work may only be outsourced to vendors which have been approved after a vendor security audit by the Confidentiality, Availability, Privacy and Security (CAPS) committee. The simplest method for this approval is in obtaining a relatively clean SOC 2 Type 2 report from the vendor, but alternative (and more rigorous) evaluation methods are available.</p> <p>Included in the vendor requirements is the execution of a non-disclosure agreement (NDA) which protects ENPOINTE and our customers' data.</p> <p>ENPOINTE's list of approved DP and Mailing Services vendors may vary over time. Purchasing staff should ask the IT Security &amp; Compliance Manager (or other IT Manager) for the current list of approved vendors. Any exceptions must be approved in writing in advance by a Senior Leadership Team member with a copy sent to the Chief Technology Officer for CAPS creation of a formal policy exception document.</p>	Ensure data transferred to the supplier will be handled in a safe and secure manner. The exceptions allow for work to be processed in a timely manner and any risk assessed at a Senior Executive level.
5	<input checked="" type="checkbox"/>	Sales Representative is informed of the vendor selected and has final say if the supplier is ok to use.	Call or email job number and reason why it is necessary to outsource their project.	Guarantee no conflict of interest with the Customers job.

6	◆	Buyer will generate a purchase order using the MIS system	<p>Purchase orders at a minimum shall contain the following:</p> <p>Information necessary for processing invoices. Purchase order number, purchase order date, ENPOINTE job number, bill to address, Vendor name and address, ship to address, requestors name, and due date.</p> <p>Line items will consist of detail description of product or services being purchased, size, quantity, unit of measure, price.</p> <p>Additional charges for shipping or tax should be broken out on a separate line when applicable.</p> <p>Notes area can be used for overs/unders allowed, samples requested, or quality requirements.</p>	To have record of transferring possession and know what needs to be returned.
7	◆	Notify Sales/CSR/Production/Shipping of materials needed to be moved	Using "News of the Day" Pur013 form on the intranet emailed out to communicate need for materials to be transferred.	Give shipping a list of jobs needing to be shipped or picked up and communicate the transfer of these materials to others in the organization.
8	☑	For overload services the department manager will assist in gathering and performing QC checks	Have materials moved to the shipping area and ensure loads are properly marked. Also bring the ticket and proof/moch up to purchasing. If a quality concern comes up at the vendor the Manager will assist by doing the QC check at the vendor. The Manager may request help from Sales or Customer Service Representative.	To ensure the product that is being produced at the vendor meets ENPOINTE requirements and will do to the Customers satisfaction.
9	◆	Check Pricing	Compile the cost on the estimated processes to be outsourced including materials and take 80%. If a vendor cannot be located to do the pricing for 80% of the sell Sales/CSR and the Vice President of Operations to determine how to proceed.	ENPOINTE needs to make this margin to be profitable.
10	☑	Notify Sales or CSR of quality check if requested	Communicate in person, phone or email date and time along with the location of the quality check	So ENPOINTE has the opportunity to perform quality checks.
11	◆	Copy of the signed off product for job ticket retention	Sales or CSR will bring back a signed off copy and put in the job ticket.	Record of what was agreed upon when job was ok'd at the outside vendor.

Notes:

Anytime work can be scheduled in advanced would be helpful.  
If a quality concern is found follow Non-conforming Product SOP (NCP001).

**Definitions:**

**Vendor**-Any non ENPOINTE Employee performing work requested by ENPOINTE

**PHI**-Protected Health Information is linkage of actual or potential medical status to an individual.

**SPII**-Sensitive Personally Identifiable Information is an individual's first and last name or first initial and last name combines with personal information. Some examples of personal information are Social Security number, bank account number or Driver's License number

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rick Hamann	11/1/14
Rev 2	Added Revision History table	Rick Hamann	8/1/16
Rev 3	Updated to current SOP format; branding updates: font, company name; Manager review – no changes	Rick Hamann	4/21
Rev 4	Revision of Step 4 How To Do It	Frank Powell	8/31/23
Rev 5	Added verbiage to Step 2 Why To Do It	Rick Hamann	9/7/23
Rev 6	Changed verbiage in Step 4 How To Do It	Frank Powell	10/23