






Operation/Task:	Authorization Required to Drop Mail			Equipment:	ALL
Owner:	Mailing Services Manager	Date Created:	12/10/14	Department:	Sales, Customer Service, Mailing Services
		Revision History:	See last page		

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

**Purpose:** This SOP/work instruction documents procedures for when there is a reason to hold the mail until it is authorized to drop

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Indicate that a job is to be held from mailing until authorization has been received.	Whoever receives the request that it is an ATD job, they should insure that they have it in writing and then fill out the "Authorization Required to drop Mail" form MAIL010.  E-mail letters of approval with ATD request.  Lettershop to place ATD tags on skids.	Because delaying a mail date could have negative impact, we want to make sure that we have written documentation and not just a verbal request.  The form is used for internal communication so that it can't be missed within production.
2		Make the form available to production	Staple the form to the front of the job ticket.  ATD tags are not removed until CSR has signed the ATD form and sent an e-mail to lettershop approving that the ATD is released.	Because this is a critical step, having it as the front page of the ticket.
3		Submit approval for ATD jobs	Whoever receives the approval to drop ATD jobs should ensure that they have it in writing and then add the following information to the MAIL010 form attached to the ticket. 1) Authorized By (this is the person approving) 2) Date 3) Authorization Taken by (this is the person taking the approval)	The approval must be in writing to prevent confusion at a later date.

**Notes:**

**Definitions:****ATD – Authorization to Drop****CSR – Customer Service Representative**

<b>Revision History</b>	<b>Description of Changes</b>	<b>Requested by</b>	<b>Date</b>
Rev 1	Revised SOP to new format	Steve Lasher	12/10/14
Rev 2	Added Revision History table	Steve Lasher	8/1/16
Rev 3	Converted layout of form to be consistent with GLS standard SOPs	Kathy Osterberg	10/17
Rev 4	Updated to current SOP format; changed GLS to ENPOINTE if applicable; changed font to Arial	Andy Jones	3/21
Rev 5	Multiple changes to ATD tag procedure	Elizabeth McMullen	4/24

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Rev. Date 4/20