






Operation/Task:	Continuity pulls			Equipment:	ALL
Owner:	Mailing Services Manager	Date Created:	12/10/14	Department:	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 continuity pulls

Step #	Alerts	Step Description - “What to Do”	“How to Do it”	“Why to Do it”
1		Operator pull	<p>The machine operator checks one mail piece ** once each hour during the run for Q. C. standards indicated on the procedure.</p> <p>The operator records the Cell (if applicable), seq. #/Name, Operator and initials.</p> <p>*** These mail pieces are NOT removed from the mailing, they are put back into the presort run. ***</p> <p>QC Procedure: On jobs 1,000 or less, the original sign off is enough. Jobs over 1,000 need QC pull in the beginning, middle and end of the job. Larger runs that take more than 2 hours need to be pulled every hour. <b>ALL IWCO JOBS NEED TO BE EVERY ½ HOUR NO MATTER THE SIZE.</b></p> <p>The Cell, Seq#/name, Operator initials and time are recorded on the Yellow Lettershop Quality Control Procedure form MAIL057.</p> <p>These pulls are to be kept in the Yellow Q.C. bin for 3 months and then they can be destroyed</p>	To ensure quality throughout the run
2		Operator pull – SEEDS	Refer to the ‘white’ seed list provided by Data Processing to identify where the seeds are in the mailing. These records are to be checked for the Q.C. checks indicated on the Yellow Lettershop Quality Control Procedure form MAIL057.	To ensure the mail pieces that will be sent to the seed records that the client supplied are the best quality.
3		Name match and no waste mailing jobs	A photocopy must be made. SAME AS OPERATOR PULL.	Since no waste and name match, we do a photocopy, so we do not waste the piece. To ensure quality throughout the run.

**Notes:**

**Definitions:**

<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; grammar updates; changed font to Arial; reviewed by the Lead – updated verbiage in step 4 How and Why.	Andy Jones	3/21
Rev 5	Removed Supervisor Pull (formerly line 1), updated verbiage in Step 2, Step 3 and Step 4's How To Do It sections.	Kevin Anderson	11/21