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| Operation/Task: | Inkjetting | | | Equipment: | VideoJet, Domino |
| 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 the inkjet department.

| Step # | Alerts | Step Description - "What to Do" | "How to Do it" | "Why to Do it" |
|--------|---|--|---|--|
| 1 |  | Review the Job Ticket for job instructions. No job shall be set-up and run without supervisor approval. | | |
| 2 |  | Set up the work area for the operations required on the Job Ticket. When checking address block that shows through window | <ul style="list-style-type: none"> a) You must use the record with maximum lines and the record with maximum characters b) All components must be inserted in OSE to check positioning of address block c) Barcode must always print on last line and be bottom justified (constant) and meet postal requirements d) Endorsement line must print as top justified (constant) e) Each pkg must be checked against the stamped approval and matched for correct form, names match data dump, laser copy is all printing and is not cut off. f) Check that all IMB clearances are met, especially on knock-outs. | To make sure it decodes and matches address. |
| 3 |  | Obtain 2nd set of eyes approval. | "See procedures for sign off" | To catch any possible errors introduced by the operator. |

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|--|--|-------------------------------------|---|--|
| | | Run the job | <ol style="list-style-type: none"> 1. Select file for job you are working on. 2. Select file for package you are working on. Check count of file against inkjet check list. 3. Check address block and all other variable fields against inkjet instructions and stamped approval. 4. Set block on inkjet set up screen to be slightly larger than the max lines and characters or image. 5. Check fonts against stamped approval. 6. If not font specified in inkjet instructions, use san serif. 7. Set address block position per inkjet instructions or what looks best if not specified, make sure placement meets postal regulations. 8. Clean heads. <p>Redo damaged records</p> | |
| | | Quality checks when running the job | <ul style="list-style-type: none"> • Scan IMB and verify the data matches the zip+4. • Check for offsetting and streaking of both sides of material being lasered. • Make sure IMB is printing if it is automated mail • There should NEVER be a blank line in the middle of the address block. • Remove all duplicates when there is a jam and put into shred bin. • If name match you must make sure records are in exact order by record#. • Make sure there are no blanks. If having problems check with your supervisor. • Make sure material is facing correctly in trays and facing the same direction, and is put into boxes correctly face up/down (depending on output bin used) and all facing the same direction. • Check window position if piece shows through a window. • Last name off matches file. <p>If file is broke into you must keep the last name off and physically write on that piece last name off, date and record# and initial. When you re-start the job you must check the first name off and have your Supervisor check the first name off also.</p> | <p>This ensures the entire file printed, if last name off doesn't match stats, then something could've been cut out of file.</p> <p>This process and check is done to ensure that you are starting in the correct position in the file and completed records are not re-run by accident.</p> |

Notes:

If a quality concern is found follow Non-conforming Product SOP (NCP001).

Definitions: Stats = one sample of each possible variable used in the production file, record(s) that represent the longest line and maximum number of lines.

| Revision History | Description of Changes | Requested by | Date |
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|-------|--|-------------------|----------|
| 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 | Added Revision Equipment | Sies Khamsisavang | 2/21/17 |
| Rev 4 | Converted layout of form to be consistent with GLS standard SOPs | Kathy Osterberg | 10/17 |
| Rev 5 | Updated to current SOP format; changed GLS to ENPOINTE if applicable; changed font to Arial; reviewed by Lead – no changes | Andy Jones | 3/21 |

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Rev. Date 4/20