SOP Reference #: MAIL010

Operation/Task:	Lasering			Equipment:	Konica 1250p
Owner:	**Mailing Services Manager**	**Date Created:** **Revision History:**	12/10/14 See last page	**Department:**	Mailing Services

ALERTS (see below): Critical Step ◆ Quality Check ☑ Tip ☺ Team Safety ✚

Purpose: This SOP/work instruction documents procedures for the laser 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: 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. When setting up printer for multiple up preprinted forms (3-up, 4-up etc.) you must cut down and or fold to final size for final alignment to check for proper placement of address block in relation to USPS requirements for barcode clearances. When Lasering a multiple page letters with multiple preprinted forms, set auto continue to off in the configuration. Make sure all Laser settings are set correctly for the type of format/stock you are lasering. Example: duplex/simplex, fuser heat settings for cardstock/letter stock, tray selections, output bin etc.	To ensure proper placements of address block, IMB Barcode, and return address per USPS standards.

3	☑	Obtain 2nd set of eyes approval.	"See procedures for sign off"	To catch any possible errors introduced by the operator.
4		Run job	Spool and print all records from the Stat reports. Print and compare the laser piece to the matching records on the Stat report. Save these you will need them for an approval. Proof letters for copy placement to stamped approval before you bring them to your Supervisor. Do a beginning count for each laser printer used. You will have to do an ending count when done lasering making sure counts match to qty spooled to each printer. Save all jams until end of job for each laser printer. See Doing Counts on Laser Printers. Spool out file for the Pkg. you are lasering to the laser printers to be used filling out the spool sheet.	
5	☑	Quality checks during running	• Scan IMB and verify the data matches the zip+4. • Check for offsetting and streaking of both sides of material being lasered. • 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. • Last name off matches file.	To make sure it decodes and matches address. This ensures the entire file printed, if last name off does not match stats, then something could've been cut out of file. 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.

Notes:

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

Definitions: Spooling = sending records to the print queue. 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
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; reviewed by Lead – added verbiage in the Why for step #2	Andy Jones	3/21