**DIRECT MAIL JOBS QA PROCESS-**

1. Request Job number/turn over JEF to IS
2. Get PDF samples from IS
3. Provide samples to customer for review/approval ---
4. Then the programmer runs on test environment and gets a DPVS and request for a print samples for QA- till here QA is not involved

Then

1. QA reviews with programmer if all of the above was done and client approvals were obtained.
2. AC /QA audits printed samples and once audit is complete, requests IS release code into production
3. Release job to PC for printing/mailing (Postage funds/approvals/AC audit required prior to the mailing)
4. QA will check that the programmer provides DP with details on how to run the Direct Mail job.
5. Please note that if the job runs on CF we need to do the printed samples from CF.

\*CF= continuous feed printer in TXOPS only

QA checks

1. Verify counts - compare DPVS and raw data file ( usually excel or flat txt)
2. Verify the txt produced - this affects the type of **mailing ( pre-sort vs full rate** ) and Foreign
   * is the zip code correctly captured
   * is the country name correctly captured
   * is address lines from input file captured
3. Usually if there is a very high number of full rate or foreign rate either the format step is not capturing the address accurately or the client sent us bad zip or address check with AC

if most go to Full rate ( 5.oz) then the excel may have Zip code not correct…

1. There shd not be high number of non-print either for the same reason
2. Check the paper used and if there is an insert.
3. Check what envelope is being used and do a tap test to ensure the placement of the address is correct
4. Check endorsement type required.