



CANON BUSINESS PROCESS SERVICES, INC.



Site Profile

2018

The site profiler will give a brief overview outlining the contract between Verizon and Canon Business Process Services as well as create a measureable matrix to track stated goals within this profiler.

22001 Loudoun County Parkway
Ashburn, VA 20147



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CANON BUSINESS PROCESS SERVICES, INC.

Site Profile

Account Name: Verizon Business-Ashburn, VA 20147

Account Address **22001 Loudoun County Parkway, Ashburn, VA 20147**

Site Supervisor: Sandra Starner

Phone Number: 703-694-4300

Verizon Liaison: Kathy Tracey 919 337 -5025

Verizon contract Karen Weigand 972-457-8175

Services Provided:

☒ Shipping and Receiving

☒ Mail Systems

Industry: Telecommunication

Employees on Site: 3

Notes: Enterprise Account



CANON BUSINESS PROCESS SERVICES, INC.

Implémentation Agenda

Instructions

The Implementation calendar will be used to identify and track key activities that must take place prior to an account opening, as well as key activities during the first ninety days a site is open. This calendar will be created in two parts, the first addressing activities prior to the account opening and the second part identifying activities that will take place during the first ninety days. The following items must be included in all implementation calendars:

Prior to Opening:

- CBPS Area Manager Selection
- Formal Staff Planning Session
- Equipment ordering dates
- Client Staff Interview dates
- Client Announcement to staff
- Employee offer letter date
- Key user one-on-one meetings
- Shadowing of current staff

First 90 Days:

- Operations Manual and User Guide completion dates
- Staffing Matrix finalized
- Distribution of End User Surveys
- Review dates for report formats
- Grand Opening
- Standards of Performance review dates
- Transition review date
- 30/60/90 day goals set and agreed upon

Once a new site has been announced the Operations Manager/Director will assign an Area Manager to the account. It will be the Area Managers responsibility to create the implementation calendar and review the details with the client. We anticipate that the implementation calendar will be adjusted several times during the process, therefore an updated copy of the calendar with a revision number will be kept in the Site Profiler at all times, as well as filed electronically with administration.



CANON BUSINESS PROCESS SERVICES, INC.

Contract and Addenda

Revision Listing

Revision No.	Revision Date
Original	01/14/2013
No. 1	01/14/2014
No. 2	06/02/2016
No. 3	02/07/2017
No. 4	08/09/2017
No. 5	
No. 6	
No. 7	

Definition of Services

Revision Listing

Revision No.	Revision Date
Original	02/01/2013
No. 1	06/24/2013
No. 2	03/24/2014
No. 3	03/20/2015
No. 4	09/15/2015
No. 5	03/07/2016
No. 6	06/02/2016
No. 7	02/07/2017
No. 8	08/09/2017



CANON BUSINESS PROCESS SERVICES, INC.

Definition of Services

The definition of services has been prepared to outline the services contained within the service agreement between (Verizon Business) and Canon Business Process Services for Reception Desk, Mail, Copy/Print, and related office services.

Hours of Operations

Contracted: 8:00 a.m. to 5:00 p.m. Monday through Friday

In Place: 7:00 a.m. to 5:30 p.m. Monday through Friday

Staffing

Contracted: 3 on-site mailroom representatives

CBPS Management off-site

In Place: 3 on-site mailroom representatives

CBPS Management off-site

Explanation of Services

Contracted: CBPS will provide a User Guide for all (Verizon) personnel explaining services and service parameters.

In Place: Provided and distributed a User Guide to all users. User guides are placed on the front counter.

Mail Delivery Schedule

Contracted: CBPS is to provide two scheduled pick-up and delivery mail runs.

In Place: CBPS performs two scheduled pick-up and delivery mail runs at:
10:30 a.m. and 2:00 p.m.



CANON BUSINESS PROCESS SERVICES, INC.

Tracking and Control Logs

Contracted: Automated tracking for receipt of shipments

In Place: All incoming and outgoing shipments are scanned and logged in the automated Bear Tracks, (Bear River). Upon delivery, recipients are required to sign packages and/or shipments.

Maintenance of Convenience Copy Machines

Contracted: CBPS will provide daily maintenance for convenience copy machines. This includes, but is not limited to: toner replacement as well as toner stocking for the network printers. In addition, all convenience copiers are cleaned regularly, while CBPS Staff coordinate: repair services, load chemicals into the devices, stock and load paper, as required.

In Place: CBPS continues to provide the above services on a daily basis.

Site Agenda

Instructions

The site calendar will be used to schedule key activities throughout the term of a contract. The activities that will be scheduled on the Site Calendar are as follows:

- Site audits
- Ninety-day-review
- End user surveys
- Quarterly reviews
- Annual reviews
- External reviews

Each activity will be assigned a color in the calendar key. The day that an activity is scheduled will be coded with the appropriate color. The Area Manager and the Client will schedule these activities before or during the ninety-day review. The exact date an activity takes place may vary from the date originally targeted, but the month of the activity should not change. The Site Calendar will also be used to highlight the holidays celebrated by the client. These dates will be printed in red on the calendar.

New Year's Day	January 1, 2018 (Monday)
Martin Luther King Jr. Day	January 15, 2018 (Monday)
Memorial Day	May 28, 2018 (Monday)
Independence Day	July 4, 2018 (Wednesday)
Labor Day	September 3, 2018 (Monday)
Thanksgiving &	November 22, 2018 (Thursday)
Friday Following	November 23, 2018 (Friday)
Christmas Day	December 25, 2018 (Tuesday)

Reference Guide

Revision Listing

The Reference Guide will be created during the first ninety days of an account being open and will be updated as needed by the Site Manager. There are several forms in which the Reference Guide may be created. It will be the Area Managers responsibility to create the original Reference Guide and present it to the client for their approval. To ensure that the Reference Guide is updated on a regular basis, the Site Manager will track the revisions below. As a general guideline the Reference Guide should be reviewed no less than once a quarter.

Revision No.	Revision Date
Original	02/14/2013
No. 1	06/24/2013
No. 2	03/24/2014
No. 3	03/20/2015
No. 4	09/15/2015
No. 5	03/07/2016
No. 6	06/02/2016
No. 7	02/07/2017
No. 8	08/09/2017



End User Survey Results

One of the best ways to measure our performance at a site is to ask the End Users how they feel about our services. Therefore, CBPS will distribute an End User Survey once a quarter or twice a year depending on the client's preference. The dates for this survey will be established when the account first opens and will be tracked using the Site Calendar. A cover page, documenting the results of this survey, the survey date and number, will be kept in the Site Profiler, as well as filed electronically with administration. It is the Site Manager's responsibility to update this page and complete the cover page each time a survey is completed at the site.

Revision No.	Revision Date

Site Audits

Date	Inspector
*06/18/2013	Tony Rice
12/09/2013	James Glovacz
7/28/2014	Tony Rice
7/16/2015	Jude Zawisa
12/4/2015	Tony Rice

*5s+1 Audit performed by Black Belt (J. Steiner)

Complimentary Letters

Revision No.	Revision Date

2013 Letters

Sandra Starner / Kaitlin Calkins	04.2013 Shirish Nene Director
Sandra Starner	4.2013 Norman Khan Manager

2014 letters

Sandra Starner /Laurie McLane	8.2014 David Ramsey
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Destinee Nelson	7.2014 Gail Staffieri
Sandra Starner / and Team	7.2014 Martin McKee
Laurie Mclane	5.2014 Amalfi Aris
Laurie Mclane	1.2014 Katrina Marsh Sarlin
Sushil Adhikari	1.2014 Aileen Brockdoff
Destinee Nelson	1.2014 Irene Green
Laurie Mclane	1.2014 Kevin Weismiller

2015 LETTERS

Sandra Starner	05.2015 Sara Glover
Sandra Starner	6.2015 Darren Hobbs
Sandra Starner	8.2015 George Simon
Sandra Starner/Laurie Mclane	10.2015 Naseem Khan
Sandra Starner / Sushil Adhikari	10.2015 Benny Job
Sandra Starner / Ashburn Team	10.2015 Fran Weiss
Sandra Starner	11.2015 Lindsey Searle
Sushil Adhikari	12.2015 Gisha Roberts
Laurie Mclane	12.2015 Doris Turner
Sandra Starner /Laurie Mclane	12.2015 Rhonda Bingel
Laurie Mclane	12.2015 Cheryl Wright

2016 LETTERS

Sandra Starner	1.2016 Jane Crabtree
Sandra Starner	1.2016 Stewart Davis
Sandra Starner & team	1.2016 Patrick Rollyson
Sandra Starner	2.2016 Rhonda Andrews

Sandra Starner /team	2.2016 Eleetah McGrath
Sandra Starner	2.2016 Jane Crabtree
Destinee Nelson	2.2016 Linda Cleeves
Sandra Starner	3.2016 Jeffrey Wilkerson
Sandra Starner	3.2016 Karen Weigand
Sandra Starner	3.2016 Melanie Washington

2017 LETTERS**Sandra Starner**

7 .2017 Jeffrey Schweitzer

Operations Manual

Revision Listing

Each site will maintain an Operations Manual on-site for reference, to be used by new employees of the company. The original Operations Manual will be created during the first ninety days of a site opening. To ensure that the Operations Manual is updated on a regular basis, the Site Supervisor will track the revisions below. As a general rule the Operations Manual should be updated no less than once per quarter.

Revision No.	Revision Date
Original	02/14/2013
No. 1	03/24/2013
No. 2	03/24/2014
No. 3	03/20/2015
No. 4	09/15/2015
No. 5	03/07/2016
No. 6	06/02/2016
No. 7	02/07/2017
No. 8	08/09/2017
No. 9	06/14/2018
No. 10	
No. 11	



CANON BUSINESS PROCESS SERVICES, INC.



Operations Manual

2018

22001 Loudoun County
Parkway

Ashburn, VA 20147

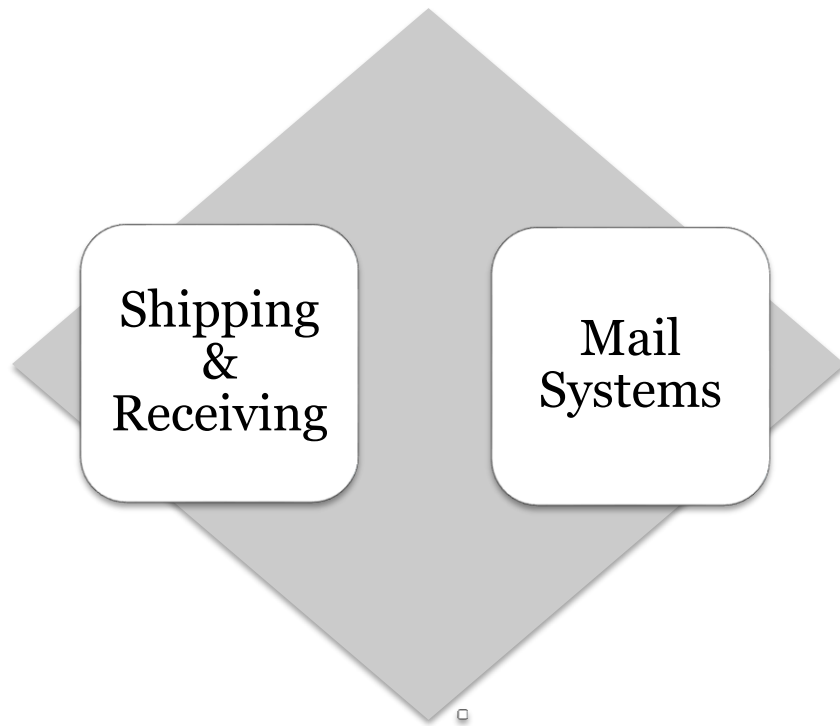


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Synopsis

Canon Business Process Services assumes responsibility for staffing and management of the following areas:





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Administrative Functions

Administrative functions are vital to a successful business environment. CBPS provides services for effectively managing processes including... printers; mail services; and professional office administration.

STAFFING

Staff

The following CBPS personnel have been assigned to Verizon Site: Ashburn, VA

Title	Name	Schedule	Contact Phone	Email
Site Manager	Sandra Starner	8a.m.-5p.m.	703 694-4300	Sandra.Starner@one.verizon.com
FSR 1	Sushil Adhikari	7a.m.-4p.m.	703-694-4286	Sushil.Adhikari@one.verizon.com
OSR 1	Jeremy Bath	9a.m.-6p.m.	703-694-4299	Jeremy.Bath@VerizonWireless.com
OSR 1	Oliver Bath	8a.m.-5p.m.	703-694-8604	Oliver.Bath@verzonwireless.com

Important Numbers

Department	Contact Name	Contact Phone
Security Desk	Premier	703-962-1636
Security Manager	Roger Mellemkamp	703-694-5038
Client Contact	Kathy Tracey	919-339-5025
Facilities Vendor (C&W)	Yolonda Tines	571-510-5269
Area Manager	Tony Rice	202-292-2269 (office) 703-868-9324 (cell)
Enterprise Account Manager	Carlos Gamboa	973-435-3679
Mid-Atlantic Regional Director	Roger Harbour	202-292-2267
Lead Human Resources Generalist	Thrisa Powells (temporary)	404-682-1221
HR Generalist & Recruiter Trainer	Adrienne Reese	267-416-5904

Mail Systems

Volume Tracking

Receiving Accountable Items

Receiving Non-Accountable Items

Processing Accountable Items

Processing Non-Accountable Items

Junk Mail Handling

Research Mail Handling

Personal Mail Handling

Unclaimed/Undeliverable Items

Internal Mail Delivery

USPS IPT Project Print Orders

USPS and Verizon Address Standards

Shipping Accountable Packages



OPERATIONS

Daily Procedures

Opening

- Open Mailroom “Door” (remains open when occupied with CBPS staff)
- Turn/Switch-on computer and check e-mails
- Turn/Switch-on postage machine
- Check voice and email and respond or forward as needed
- Inventory packages (undelivered from previous day)
- Perform Key Op Services on copiers (Note: averages approximately 30-45 minutes)
- Check paper levels and re-stock Convenience Center areas – as applicable

Closing

- All mail has been processed and staged for pickup/drop-off
- Turn off Postage Meter and/or Folder/Insertter
- Log off/Shut down all computers – as applicable
- Organize mailroom; including, mail supplies, carts & materials are stored in newly labeled locations, (i.e., post 5S+1, etc.)
- Clean mailroom; no garbage left out, counters clear of clutter, countertops wiped down with cleaning solution
- If outgoing FedEx & UPS has not been picked up by 5:30PM, take to FedEx drop box
- All internal shipments and courier packages have been delivered and placed on the shelf for next day deliver (after e-mail has been sent for attempted deliver has been made) or p/u next business morning delivery
- Outgoing FedEx drop boxes have all been taken off the Verizon Property.



CANON BUSINESS PROCESS SERVICES, INC.

DIRECTING

Phone Calls and Email

Administrative Services is responsible for providing excellent customer service, both in person and on the phone. All phone calls to the location will be answered in the following manner:

“Good morning/Good afternoon, Verizon Mailroom, _____ (Name) Speaking. How may I help you?”

Phones will always be answered during business hours. In single person locations, the use of voicemail is acceptable during lunches and breaks. Any messages left must be answered within one (1) hour of the employee's return.

Email will be checked continually throughout the day. All outgoing email will have a pre-composed signature as follows:



SANDRA STARNER
Site Manager
Canon Business Process Services, Inc
Verizon Business Ashburn Va
Phone#: 703-694-4300 or 703 694 8604
22001 Loudoun County Parkway
Ashburn Va 20147
Sandra.Starner@verizon.com
Advancing Business Performance to a Higher Level

Light Security

Clients and Client Visitors will arrive at your location throughout the day. On secure sites, the general visual inspection for an identification card/badge or visitors pass is common practice. Secure sites may have other protocols that need to be observed.

To maintain a safe site, only authorized employees, contractors or vendors will be permitted in secure areas such as Mailrooms.

Where loading docks are present, CBPS staff will follow local building and security guidelines in carrying out their duties as they relate to dock safety and security.

Any CBPS employee that is without an ID Badge or access card will need to check in with Sandra Starner site Manager of the Mailroom to sign out for mailroom temp badge and sign the security book.

And All Xerox Service Rep also.



ASSURANCE

Confidential Document Usage

All CBPS representatives are expected to follow the rules and regulations for confidential document usage and any site variations there may be. If unsure of how to handle a document or communication, Representatives will refer to the Site Supervisor and CBPS HR policies for Direction.

Complaint/Suggestion Handling

Clients sometimes have suggestions to help make our sites run “better.” This dialog can be positive for CBPS’s relationship with the Client. Listen to the Client’s Suggestion, make notes if necessary, and then remind them that all changes have to be approved by both Verizon and CBPS to amend the contract currently in place.

Any general complaints or suggestions fielded should be documented and forwarded to the Site Supervisor for review. The Site Supervisor will assess the need for action, and address complaints with in one business day.

All site issues will be handled through the Issue Resolution Form.

Resolution Log

In order to communicate and resolve any site issues, the Issue Resolution Form is used to document the process of any problems or issues. This form is to be kept as a digital copy and print copy with the Site Audits to show the success of each resolution.

Mail Systems

Timely, efficient and reliable management of mail flow is critical to keep businesses operating smoothly. CBPS delivers the mail management expertise to give the Client peace of mind and improve performance, accuracy and cost control.

RECEIVING

Volume Tracking

Mail Center volumes are quantified when receiving items from the courier and logged into an Item Tracking and Confirmation Log.

Incoming and outgoing items required to be documented are as follows:

- USPS
- UPS



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- FedEx
- FedEx Ground
- Staples
- Other Couriers

MOBILITY MAIL

USPS Mobile Mail Procedures

- Any USPS mobility mail will be determined by researching Verizon employee name on the current mobility list.
- A mail center employee will contact the mobile employee, via email, informing them we have received USPS mail for them.
- Email will read:
- “Dear _____ (clients name),
- The Verizon mailroom at _____ (site city, state) has received USPS mail for you. Please stop by the mailroom to pick up your mail.
- Thank you”.
- Inbound mail for a mobile employee will be logged with information including the employee name, date received, date to be forwarded (2 weeks from receipt).
- Inbound mail is then sorted by employee last name to the appropriate file folder in mobility mail area for a period of 2 weeks.
- Any bulk mail that has not been picked up by the recipient within the 2 week period will be discarded.
- Any first class mail that has not been picked up by the recipient within the 2 week period will be bundled and delivered to the recipient’s manager or returned to sender. The mail center employee will indicate on the log where the mail was delivered or if it was returned to sender.

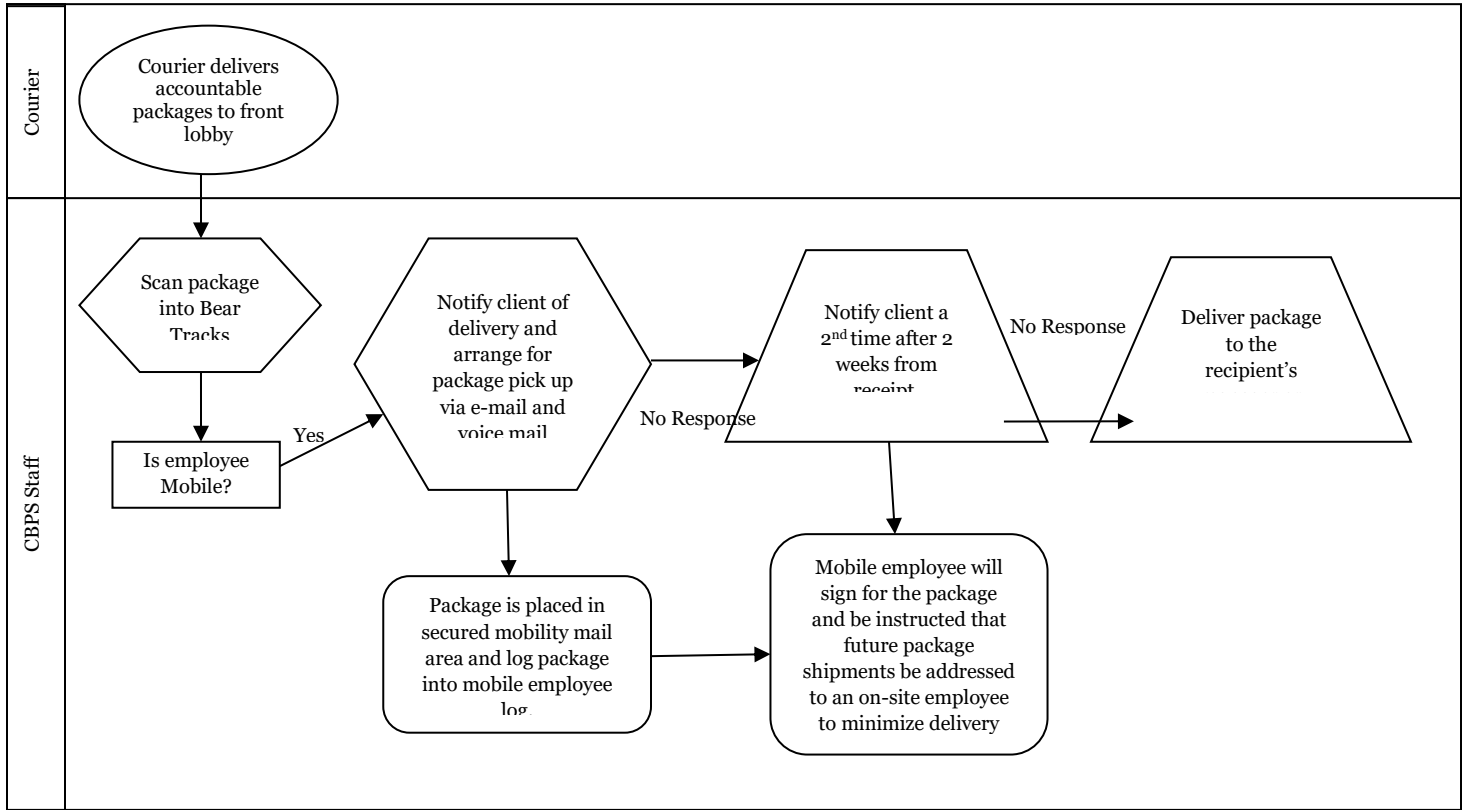
Accountable Mobility Mail Procedures

- Inbound packages for mobile employees will be logged into the Bear Tracks system.
- A mail center employee will contact the mobile employee (via email and voice mail), notifying them of the delivery and arrange for the package to be picked up.
- Email will read:
- “Dear _____ (clients name),
- The Verizon mailroom at _____ (site city, state) has received a accountable package for you. Please stop by the mailroom to pick up your package. If you cannot pick up your package, let us know who we can forward your package to within your department.
- Thank you”.
- The package will then be placed in the separate Mobile secure area.
- When the package is picked up, the mobile employee will sign for the package and be instructed that future package shipments be addressed to an on-site employee to minimize delivery issues.



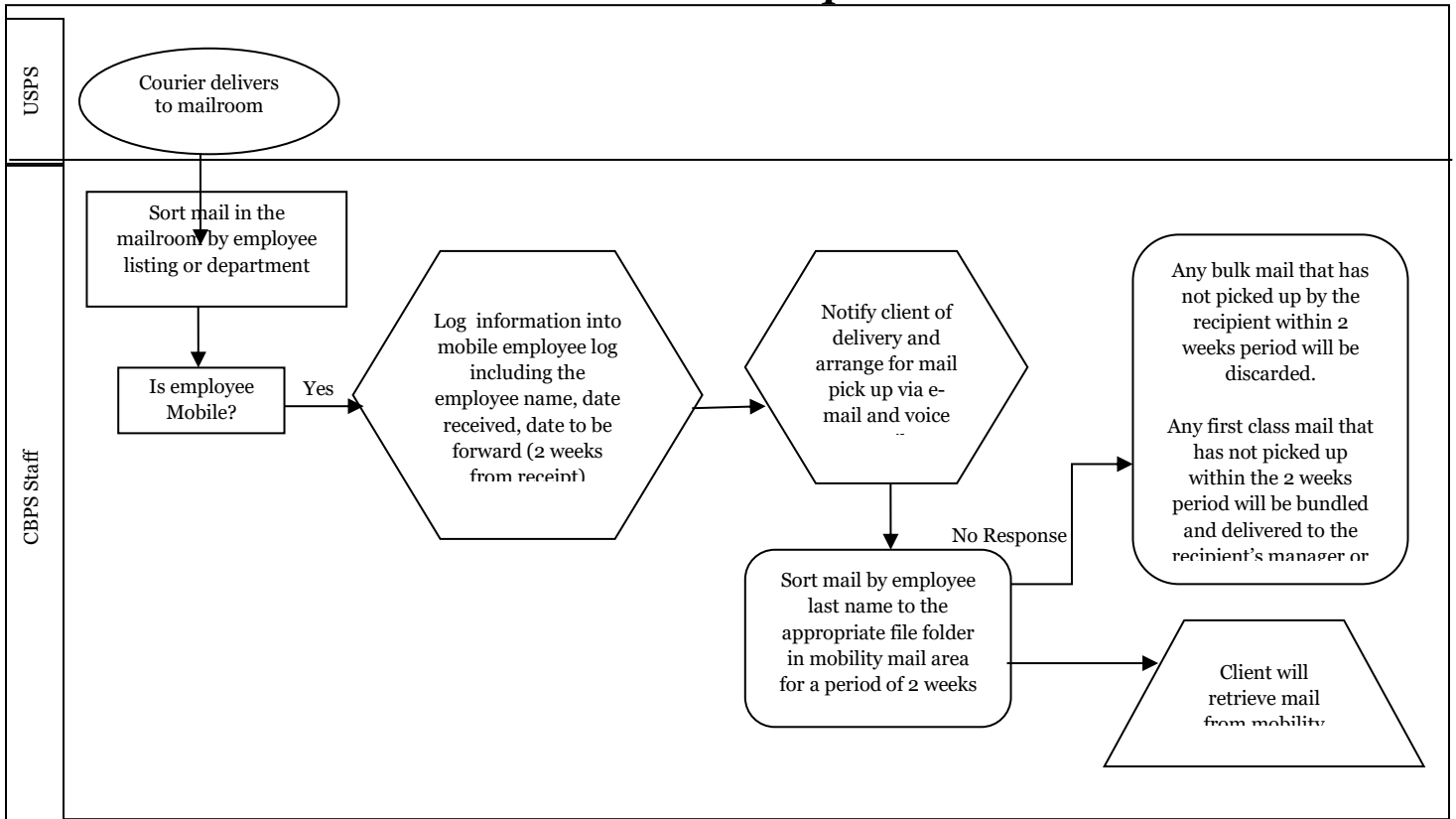
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Mobile Mail: Accountable Process Map



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Mobile Mail: Non-Accountable Process Map

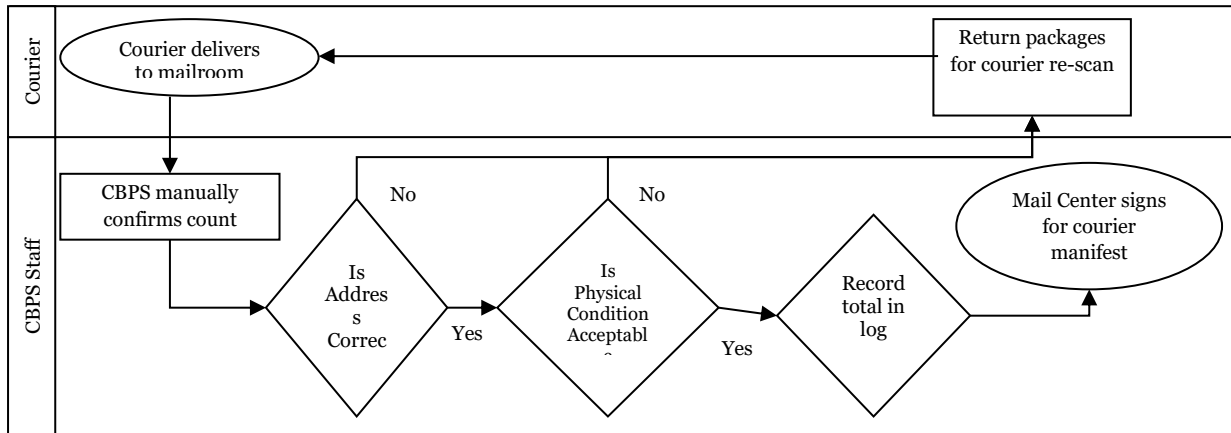


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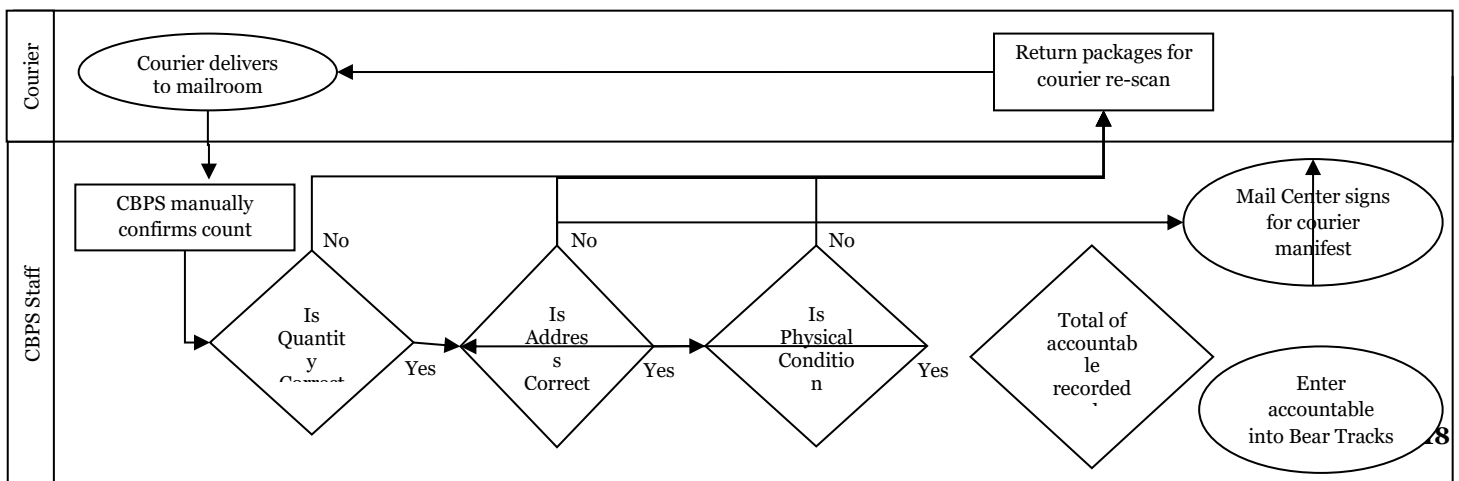
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Non-Accountable Items: Process Map



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Accountable Items: Process Map



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Non-Standard Receiving

Any time during standard receiving process that a discrepancy occurs; Non-standard receiving should be used in place of the Standard receiving method. This procedure is initiated when the discrepancy is observed.

Discrepancies can be defined as:

- Items identified as missing or damaged.
- Material recipient is unknown or located elsewhere.
- Items do not match packing list.
- Purchase order number has no line items (nothing to be delivered).

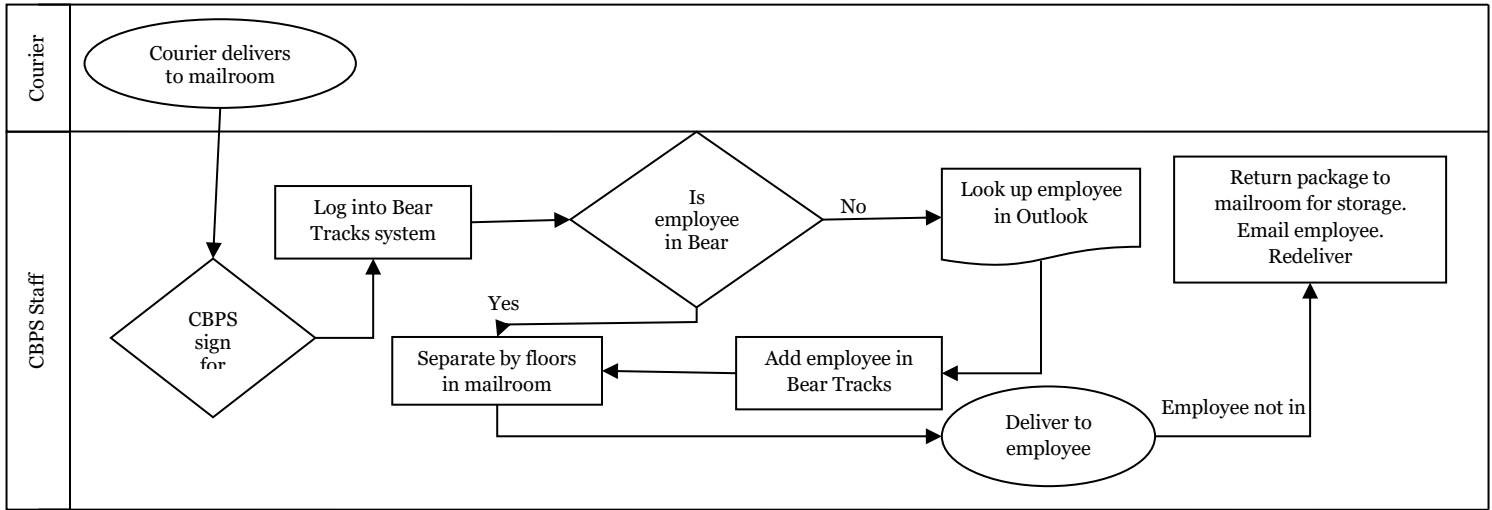
Place all associated items in a secure holding area for Non-Standard Processing.



CANON BUSINESS PROCESS SERVICES, INC.

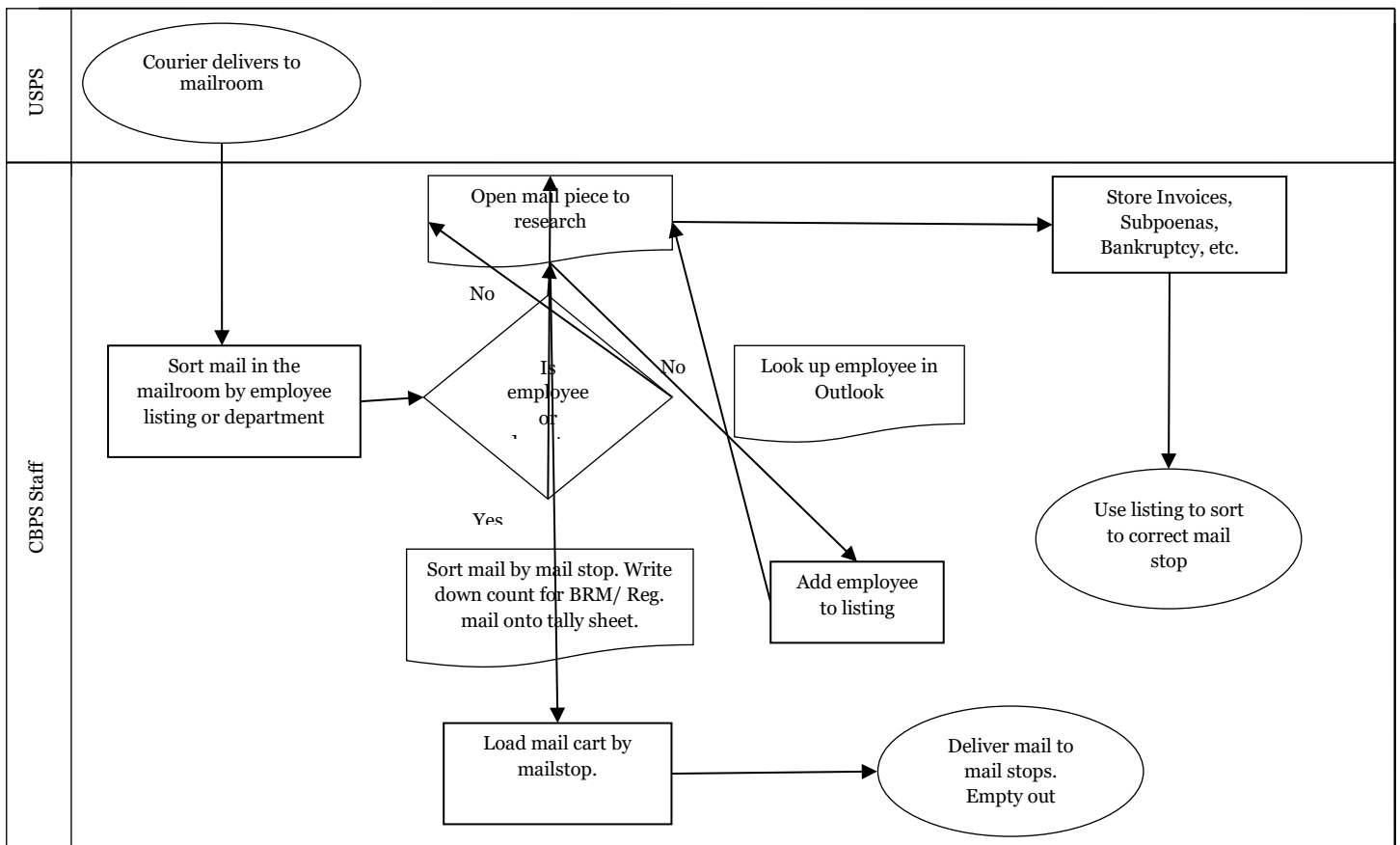
PROCESSING

Accountable Items: Process Map



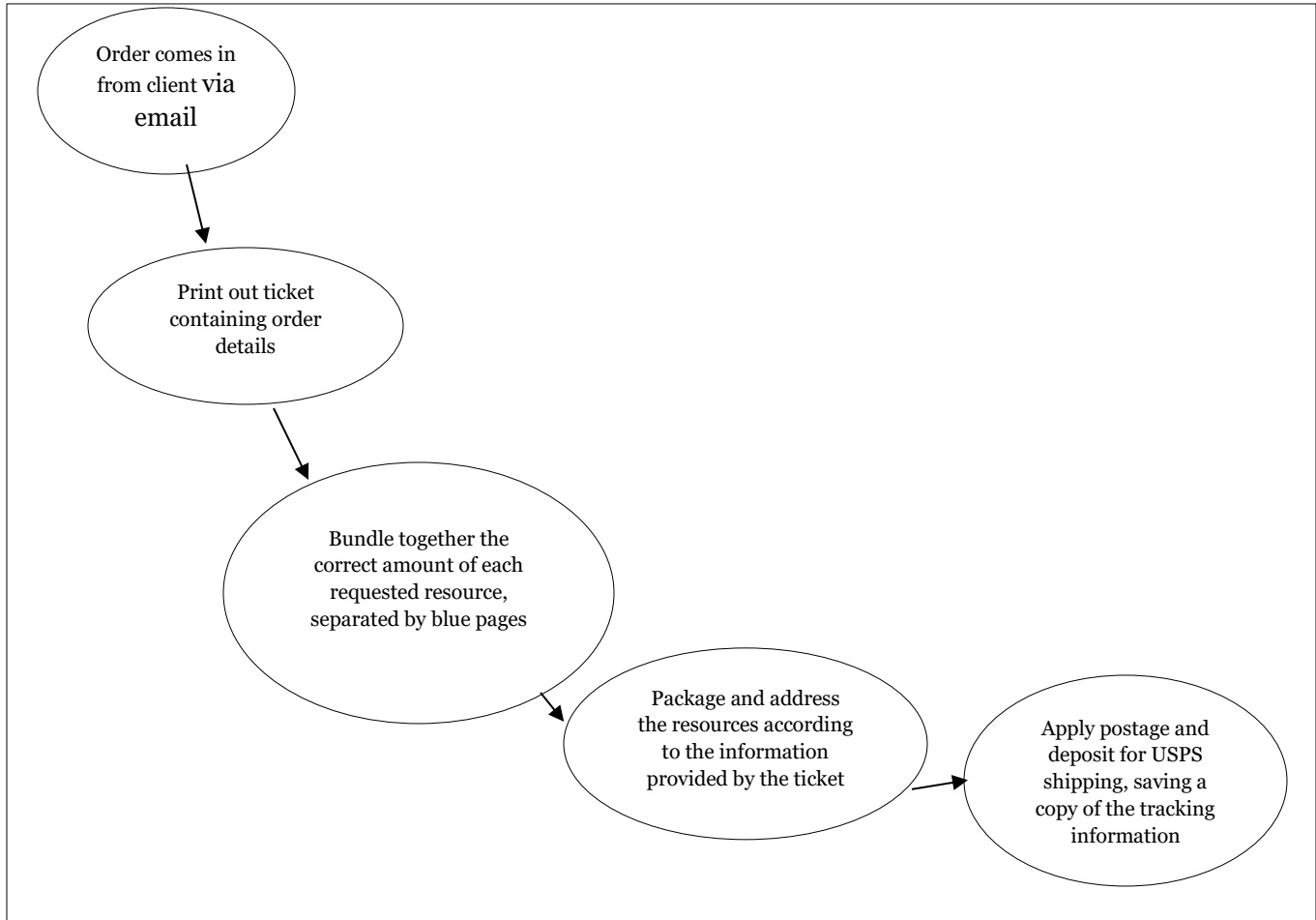
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Non-Accountable Items: Process Map



11/2018

USPS IPT Project Print Orders: Process Map



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RESEARCH

Junk Mail

Junk Mail may be defined as standard bulk solicitations addressed to Verizon. Items identified as Junk Mail should not be researched or delivered.

Identification of Junk Mail is subjective and often difficult to complete accurately, CBPS supervisor will refer questionable items to the Verizon Liaison.

Care must be taken to deliver items which might appear to be Junk Mail. Examples are:

- Presorted First Class mail.
- Information which may have been receiver requested (individually addressed; not a mass mailing item).
- Publications with prices noted on cover, i.e., magazines and periodicals.
- Expensive/high value items, i.e., large books, catalogues, or other costly items.

Mail for Research

When incoming mail does not include vital information such as a mail code, floor, room or office number, timely and accurate delivery of incoming mail cannot be fulfilled. Due to the frequency which employees relocate, mail must often be re-directed. To ensure consistency, CBPS will use only the Verizon Outlook Contact databases as sources for look-up of employee location(s).

All incoming mail requiring look-up or redirection must be completed within 2 business days of receipt by the Mail Center.

If these actions do not provide new delivery information, the CBPS Site Supervisor will review Research Mail with the Verizon Liaison for disposition.

Personal Mail

Employees are prohibited from using Verizon resources for the sending and receiving of personal mail. CBPS generally will not deliver personal mail.

Incoming mail that is obviously of a personal nature should be logged, using the Personal Mail Log, and the recipient should be contacted to pick up the mail from the Mail Center. CBPS Site Supervisors are to review the Personal Mail Log monthly to identify trends; and communicate trends with the Verizon Liaison.



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Unclaimed/Undeliverable Disposition

When a package(s) is first received an initial notification is sent to the recipient. If this communication has not been responded to within 4 (four) business days send the following scripted email as a reminder to the recipient.

“Your package has been waiting for your pick up for **Four Days** or more. We understand your busy schedule; however your support is needed. To keep business moving, please retrieve your package, or authorize another person on site for pickup, via email. Unclaimed and unopened package(s) will be returned to sender if delivery is unsuccessful.”

If the communication has not been responded to within 8 (eight) business days, send the following *final* scripted email as a reminder to the recipient.

“Your package has been waiting for your pick up for **Eight Days** or more. We understand your busy schedule; however your support is needed. To keep business moving, please retrieve your package, or authorize another person on site for pickup, via email. Unclaimed and unopened package(s) will be returned to sender if delivery is unsuccessful.”

If the package is still undeliverable on the 10th (tenth) day CBPS Site Supervisor will review packages, and return all unclaimed packages to sender. CBPS Site Supervisor will in addition, review non-standard unclaimed undeliverable mail with the Verizon Liaison for disposition.



SHIPPING

Address Standards

CBPS employees are responsible for knowing proper addressing procedures for USPS mail as well as intercompany mail. The USPS automated system reads mail bottom to top. Punctuation is not required. Proper addressing guidelines for USPS and Verizon are as shown:

1 st line	MR JOHN DOE
2 nd line	JOHN DOE COMPANY
3 rd line	1234 ANYWHERE LANE SUITE 1000
4 th line	PLESANTVILLE MD 20904-2013

Intercompany mail that can be sent “pouch” through third-party carriers may be put in intercompany envelope. Mail that cannot be sent via one of these methods must be fully addressed like the following example for transit through FedEx:

1 st line	DISTRIBUTION CODE, ADDRESS BUILDING CODE & FLOOR/ROOM
2 nd line	FIRST NAME, LAST NAME & JOB TITLE
3 rd line	COMPANY NAME
4 th line	WORK ADDRESS, FLOOR/ROOM
5 th line	CITY, STATE & ZIP

Accountable Tracking

1. Check contents of package and prepare labels.
 - If package is sealed, reopen to verify contents.
2. International Item notes:
 - Include all pertinent information to prevent any hold up at Customs.
 - Shipments containing product need a Commercial Invoice. FedEx representatives will verify Invoice requirements.
 - Shipments containing only documents typically do not require a Commercial Invoice. FedEx representatives will verify Invoice requirements.
3. Prep packages in secure holding area for delivery.
4. Note if package will be picked up next day or during current hours. Communicate to client exact pickup time for packages to avoid discrepancies.
5. Log outgoing packages in associated Outgoing Package Tracking Log Bear Tracking System.

Metering/Postage

In order to maintain and lower onsite costs, all mail that requires postage must be logged in the Postage Log and meet the following standards:

All Verizon metered mail is to be sent in self-addressed Verizon envelopes. Any mail not in correct envelopes will not be metered.

No personal mail is to be processed through the postage meter.

When processing outgoing USPS mail, the meter operator should review each mail piece for accurate addressing.

1. If it is domestic, verify proper postage prior to metering.
 - Each mail piece should be weighed to determine appropriate postage.
 - Appropriate postage should be applied, either by running through the meter or affixing a postage tape.
 - Recheck pieces after processing to ensure postage was applied correctly.
 - Set aside for delivery to the post office, or pick up by the postal carrier, as previously arranged.
2. If it is international, use USPS International Country Listing and Rate Charts to determine appropriate postage.
 - Select the International key (Int'l) on the keypad.
 - Enter the applicable Country Code from the USPS chart.
 - Select the appropriate service level key.
 - Apply appropriate postage, by either running it through the postage meter or affixing a meter tape.
 - All metered mail should be rechecked after processing to ensure postage was applied correctly.

Customs Forms do not need to be completed on International letter mail weighing less than 16 ounces.

Standard dollar amounts to be used will be established with the Verizon Liaison for replenishment of postage meter accounts. This amount will be maintained by reviewing monthly dollar amounts used at each site.

Follow postage meter replenishment procedures from the manufacturer of the postage equipment, provided at the time of installation.



Mail Pick-up by Carrier

Courier	AM incoming packages	AM Courier Exchange	Pitching Mail	PM Mail Run	PM Courier Exchange
* USPS	8:00am	10:300am - 12:00pm	12:30pm	2:00pm*	4:00pm
* UPS	8:00am	10:30am - 12:00am	12:30pm	2:00pm	4:00 pm
* FedEx	8:00am	10:30am - 12:00am	12:30pm	2:00pm	4:00pm
* FedEx Ground	8:00am	10:30am - 12:00am	12:30pm	2:00pm*	4:00pm
* Other	By Request	By Request	By Request	By Request	By Request

*All outgoing USPS mail picked up past 3:00pm will be processed next business day.

*All outgoing FedEx Ground picked up past 2:00pm will be processed next business day.

** Vendors will make a Pickup by request.

To view Courier Holiday schedules, please review corresponding Courier websites.

Security

ACCESS CONTROL

Verizon takes security very seriously. All security protocols WILL be followed. You secure vital company and client information.

At no time will unauthorized persons be admitted to any Verizon area. All Verizon employees are required to wear a badge while on campus. Always scan your badge when entering a building.

Any CBPS employee that is without an ID Badge or access card will need to check in with Site security.

Quarterly Goals

Status of Goals for 3rd Quarter 2017

- Maintain post 5s+1 standards
- Maintain/Update Site Profile, Site SOP, and FoQ
- Complete external 5S+1 audit

Status of Goals for 1st Quarter 2017

- Maintain post 5s+1 standards
- Maintain/Update Site Profile, Site SOP, and FoQ
- Create new floor maps reflecting updates Status of Goals for 2nd Quarter 2017
- Maintain post 5s+1 standards
- Maintain/Update Site Profile, Site SOP, and FoQ
- 8691

Status of Goals for 3rd Quarter 2016

- Maintain post 5s+1 standards
- Maintain/Update Site Profile, Site SOP, and FoQ
- Update emergency response plan

Status of Goals for 1st Quarter 2016

- Maintain post 5s+1 standards
- Maintain/Update Site Profile, Site SOP, and FoQ

Site Statistics

2018 Accountable Incoming & outgoing packages and Freight Volume Tracking

Incoming and Outgoing item volume data is collected from the Volume Tracking Form.

Outgoing Certified and Express item volume data is collected from System Reports.

All data is collected on a daily biases and updated quarterly.

Month	Incoming Items	Outgoing Items	Total
January	1323	774	2097
February	1736	396	2132
March	897	520	1417
1st Quarter	3956	1690	5646
April	992	378	1370
May	1480	545	2025
June	565	437	1002
2nd Quarter	3,128	1360	4397
July	1566	913	2479
August	1824	516	2340
September	1420	544	1964
3rd Quarter	4810	1973	6783
October	1569	817	2386
November			
December			
4th Quarter			
Year to Date			

2018 USPS Mail Volume Tracking

Incoming and Outgoing item volume data is collected from the Volume Tracking Form.

Outgoing Certified and Express item volume data is collected from System Reports.

All data is collected on a daily basis and updated quarterly.

Month	Incoming Items	Outgoing Items	Total
January	4730	1222	5952
February	4680	942	5622
March	3742	939	4681
1st Quarter	13,152	3,103	16,255
April	3955	1000	4955
May	2623	935	3558
June	796	2426	1222
2nd Quarter	7377	2361	9735
July	1688	748	2436
August	3945	782	4727
September	3058	544	3602
3rd Quarter	8691	2074	10,765
October	3998	832	4830
November			
December			
4th Quarter			
Year to Date			



Equipment Listing Instructions

The Site Manager is responsible for keeping a list of all vendors CPBS is associated with at an account. Therefore, it is the Manager's responsibility to have a current list of these vendors, a contact name and phone number where the vendor may be contacted in case of an emergency. It is important that this list be kept current so that all CBPS employees have access to this information when the Manager is not available. This list will also include each piece of equipment at the site, its location, and the ID number. Additionally where applicable, a copy of the floor plans should be kept in the Site Profiler with all equipment marked at the appropriate location. This will be used to train new employees and regularly evaluate the use/need for this equipment. Since equipment is moved from time to time it is the Site Manager's responsibility to update the floor plans on a quarterly basis.

Vendor	Contact Name	Phone Number
Xerox	Karen Weigand	602-329-6667
Bear River	Keith Vaughn	646-413-2533
FedEx	Debbie/Station/Karen Kautz /Brian Artz	703-709-2595/703-661-2034
FedEx Ground	Cathy/Station	703-263-7396
USPS	Yad	571 439 4741
USPS	Adam/Supervisor	703-406 6202



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Equipment Listing

Postage Meter

Pitney Bowes- DM400C – Serial #3143391 1-800-842-3288 SERVICE CALL

ATS

Component	Model	Serial #
Computer (acpu)	HP ELITE 800 G3 MINI 35W	8CG80240JZ
Monitor	HP	CNC740NP3L
MOUSE	HP	PN:672652-001
KEYBOARD	HP	HPPIN:803181-001
PDA 1-SLOT CHARGE/SYNC CRADLE PDA 4-SLOT CHARGING CRADLE	ZEBRA	17010521401795 17199523021328
Motorola LS4208 BARCODE CHRGER MOTORLOA L14278	SCANNER CHARGES HAND HELD SCANNER	173400502496 17288300500705
PRINTER	GK420d	283172002650
CAS OF LABLES FOR ZENRA PRINTER 10 PRE BOX	GK420d	640 lables 10025172-1 Z-select 4000D 2.50 X 4.00
PDA'S	MC67	12338521121812 17289521402914 17146521400010 17289521402893



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Convenience Copiers

Key Op Procedures

- Clean Glass
- Dust off machine
- Run a test copy

*****Implement changes necessary based on the outcome of copy*****

- Remove all staples, paper clips etc. from the top of the machine
- Clean up any scraps
- Fill all paper trays
- Stock area with paper

How to check for Meter Readings:

- Go to the copier machine
- Push the user tools/counter button
- Write down total number readings (which is the first one)
- Print the counter page for all color copiers
- Push the Counter Check button again to get out

****Please do not press the reset button or you will reset the counter****

Placing a Service Call for Copier

Fill out the Equipment Service Log Book

- Locate the ID Number on the tabs in the book
- Fill out date
- Equipment Model
- Serial number
- ID number
- Time call was made
- Problem code
- Confirmation number
- Date/Time serviced
- Call 877-215-3211
- Equipment ID number your calling about

Equipment Maintenance

- Keep a log of the maintenance to each copier
- Order toners, staples, check inventory
- Add toner to printers as needed
- Keep handy ID numbers and locations of all copiers
- Send the meter reads with color counter pages at the end of every month

Shipping Procedures / FedEx/MAILROOM TICKETS BY E-MAIL

MAILROOM SERVICE FOR PICKING UP OUT GOING- PACKAGES or equipment for packaging.

Send E-MAIL TO: sandra.starner@verizon.com an e-mail with request of what service is need from the mailroom...Xerox paper. .toner. pick up process out gong shipements ...

- Sender must have a FedEx account to process FedEx shipment.
- Go to the FedEx machine in mailroom
- Put requester name in as user id
- Fill out all required information
- Proof read before printing label
- Select the print button
- Place label on package
- Place small tracking FedEx label on the requester e-mail
- Put label on the package or if it a hand shipping label place in pouch

- PROCESS OUTBOUND IN BEAR TRACKING
- RECEIVE
- CARRIER....Scan tracking #
- ITEM CATEGORY... Select OUTBOUND
- EMPLOYEE LOOKUP..TYPE-IN.....ASHBURN,VA OUTBOUND SELECT
- ADDRESS.SELECT section...EDIT..PLACE FULL NAME AND PHONE
- TAB TO SENDER ORGRANIZALSE ... TYPE IN VERIZON ASHBURN SENDER NAME
- CLICK SAVE/PRINT
- DONE
- MAKE A SMALL X IN THE RIGHT CORNER OF THE SHIPPING LABEL
- On the E-MAIL. Letter. ON THE TOP LEFT SIDE PLACE YOUR NAME AND DATE & TIME OF COMPLETESION
- Place work e-mail on the left hand side of Sandy desk to complete the process.
- After processing....SANDY WILL send the tracking information to the shipper.
-

Password resets go through the CBPS-Fleetcallcenter@cbps.canon.com Note: HR is unable to reset the passwords.

Procedures for Posting Mail

To post mail, make sure the postage machine is on. Choose class, type and if any special services. Then put mail or package on the scale, once weight and price is posted position mail flat against registration wall to ensure proper printing. Make sure the postage amount is correct. At the end of the



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day, make sure to take a batch count and then clear the batch count. Record all information on the end of day report. Any questions call Pitney Bowes @ 1-800-522-0020.

Pitney Bowes Information
DM400 Series Serial 3173391
1-800-552-0020

Post all mail as soon as you get it, then put in the stamped mail bin located in the front under the counter. This process should be done several times throughout the day. Once mail has been picked up by the mail carrier, don't post any mail until next business day. Take the mail bin to the back of the mailroom so the mail carrier can pick it up.

**Make sure to keep a piece count*



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Adding Postage to the Pitney Bowes Machine

- From home screen press the add postage button.
- Press the button that lines up with the option of add \$500.00.
- The screen will now say connecting to Pitney Bowes
- You will receive a message stating whether or not it was successful.
- If not press the retry button (if this still doesn't work try shutting the machine down and restarting it).
- After the machine notifies you of success press ENTER button.
- It will then ask if you want a receipt. Select don't print a receipt.

Money is added to the account on a national level so we don't need to worry about the postage account, but should you happen to have a problem downloading funds contact the Facilities Manager and they will contact the appropriate person

Electronic Mail Receiving Method

Bear Tracks System

Computer Log-in

Login: sstarner Password: skippy

Star Receiver Log-in

User ID: w818105 Password: Private (not to be given out)

Processing Packages

- Scan Tracking Number
- Type LAST NAME Hit Enter, Choose Recipient
- Hit OK/ENTER
- Hit ENTER to Print Yellow Label

Package Look-up

- Package Search Tab
- Type Carrier Tracking Number or Last Name
- Hit Search

Package Editing

- Package Search Tab
- Type Carrier Tracking Number or Last Name
- Hit Search



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- Find Package and Double Click on Package
- Hit Edit
- Make Changes
- Save Changes
- Close Out

Synchronizing PDA

- Hit SYNC
- Type in password “Skippy”
- Hit DONE
- Sit PDA on Cradle
- Hit ok

Reports

- Select REPORT TAB
- Select needed report
- Change Date
- Change Location
- Hit GENERATE REPORT

Getting a Signature

- Hit DELIVER
- Scan BARCODE
- Hit STATUS
- Check DELIVERED BOX
- Get SIGNATURE
- Change name if necessary

Processing Packages

- Separate pickup packages from the ones that are for delivery
- Notify all Representatives via e-mail that their package is ready for pickup
- Place packages for pickup in the locking cabinet
- Packages for Supervisors, ADs, Sections (HR, Training, B2B, etc) are placed on a cart for delivery.
- If the package is undeliverable, leave a “Sorry we missed you” card and return it to the mailroom. Mark not in on PDA.



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Reports & Logs

Daily Logs

The following reports and logs should be maintained at all times:

- Incoming and outgoing daily statistics
- Interoffice mail log
- Equipment service log
- Max report

Monthly Reports

This information is gathered for the monthly account review:

- Mail Logs
- Receiving Volumes
- Service Enhancement
- Meter Readings
- Other Misc., logs

Procedures for Ordering Supplies

To order Xerox toner for the printers

- Have ID# and model# for the printer that you are ordering for.
 - Call 1-877-215-3211 or e-mail for larger orders 'TCO@XEROX.COM'
 - You will received a confirmation email order is placed.
- ** You can only order 2 toners per ID#****

To order labels for the Dell printer System

ONLINE:

- <http://bearriver.stores.yahoo.net>
- Site Acronym-ASHVA
- Find yellow labels for Model-GK420d/z-select 4000d 10025172-1
- Fill in shipping information
- Select purchase order for payment method
- Type in ASHVA for account#
- Print out order page for confirmation

To order supplies for Pitney Bowes

- **If you have ordered over the phone before**, continue do it as usual. Start at step 1.
- **If you don't know how you ordered Pitney Bowes postage meter supplies before**, then you can try ordering over the phone. Do not get upset if your site isn't set up for it!
 1. Call Pitney Bowes at 1-800-522-0020. (Model: DM400C, Serial: 31443391)
 2. Give the representative the serial number of the meter needing supplies. This will identify the account for them.
 3. Ask the representative if we can be invoiced for the charges or if it can be charged to the account. If they say yes, please go ahead and order your own supplies.



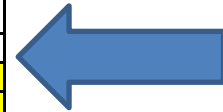
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4. If you cannot order over the phone, then submit your order on the **Verizon Mail Center Office Supplies Order Form*** at the bottom. We need the model number, serial number, and item number of the supply being requested.

POSTAGE METER SUPPLIES COME FROM PITNEY BOWES and MAIL ROOM SUPPLIES COME FROM STAPLES/OFFICE DEPOT. YOU CAN ORDER POSTAGE METER SUPPLIES WITHOUT ORDERING MAIL ROOM SUPPLIES. THERE IS NO MINIMUM ORDER AMOUNT FOR POSTAGE METER SUPPLIES.

*Here is a sample of the revised supply order form, including postage meter supply order space:

MAIL CENTER OFFICE SUPPLIES MASTER SHEET		
Location:		
Suite/Floor/Room:		
Contact Name:		
Contact Phone:		
Item Description	Unit	Order Qty
Bubble Wrap Roll/Box, 12" x 175' or 200'	ea	
Packing Tape, Clear	pk/6	
Packing Tape, Heavy Duty, Clear	pk/6	
Ink Pens, Black	doz	
Ink Pens, Blue	doz	
Marker, Large, Chisel Tip, Black	ea	
Marker, Fine Tip, Black	doz	
Sticky Notes, 3"x3"	doz	
Transparent Tape Refill Roll, 3/4"	ea	
Rubberbands, 3.5"x1/4"	pk/95	
Glue Stick	ea	
Moistener Bottle	ea	
Staples, Standard	box	
Correction Tape	pk/2	
Box Sealing Tape Dispenser	ea	
Mailstop Basket, Wire, Chrome, Legal Size	ea	
Pitney Bowes supplies: meter model #,		
Serial #, and supply item #		



To order recycle toner boxes

- Fill out request form
- Email form to collect@Ricohrecycling.com

Recycling Toner and Ink Cartridges

For recycling Ricoh toner cartridges and all non-Ricoh brands of empty printer cartridges including original HP, Brother, and Lexmark, & used cartridges from other manufacturers.

1. Go to website: ikonrecycling.com
2. Click on login tab
3. Enter email address:
canon@verizon.com
4. Enter the password: **recycle**




Welcome!

To log in to the site, please enter your email address and password.

Email Address

Password

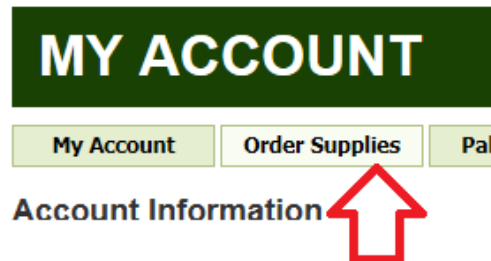
☒ Remember Me



**This password is for everyone to use.
Please leave the password as it is.*

DO NOT CHANGE THE PASSWORD!

5. Click **Order Supplies** or “*click here to order a free shipping label now*”
Both will take you to the same page.



Or Click



[For Faster Service, click here to download a FREE shipping label NOW!](#)



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6. Open the drop down box and select your site. *This list is not in any order and it does contain duplications.*

Please select a location



Please note that ink and toner cartridges must be returned in separate boxes.

Please select a location

Please note that ink and toner cartridges must be returned in separate boxes.

Company	Address	City	State	Contact Name	Ship-to Code
Canon Business Process	3245 158th Ave. SE	Bellevue	WA	Michael Dockens	LINK1
canon(verizon business)	125 high street	boston	MA	chanell harrison	LINK17
Residence Inn Austin D	Convention Center	Austin	TX	John McGrathVerizon W	5124725553

7. To select your shipping label type, Click the **Add to Cart** button for **Ink Cartridges or Toner Cartridges**

Please note that ink and toner cartridges must be returned in separate boxes.

8. Select **Submit** in the Shopping cart

Your Cart

Ink Cartridge Shipping Label	1	
Total in cart:	1	

Submit

Verizon ; 13100 Columbia Pike; Silver Spring; MD; Francine

Ink Cartridge Shipping Label
Instructions:
Fill a sturdy box with **at least 10** inkjet cartridges.
Do not mix with toner cartridges.
Wrap items with bubble wrap or other protective material.
Tape label to box and return via UPS.

Toner Cartridge/Fuser Shipping Label
Instructions:
Fill a sturdy box with **at least 6** laser/toner cartridges or fusers in their original packaging or wrapped in protective material
Do not mix with ink cartridges
Tape label to box and return via UPS

Qty: 1 **Add to Cart**

Qty: 1 **Add to Cart**

9. Select **Click to print...**

Please click the link(s) below to print your label(s).



[Click to print your Ink Cartridge labels.](#)



[Click to send your Ink Cartridge labels via email.](#)

10. If the PDF does not automatically popup, select **Open**

Do you want to open or save from **www.arsrelabel.com?**

Open **Save** **Cancel**

11. Print your label and apply to your box.

File Edit View Window Help

UPS DRIVER INSTRUCTIONS:

Preparing USPS IPT Project Print Orders

1. Check the group mail box [USPS BPM] in Microsoft Outlook Web several times throughout the day for new print orders. The orders will be from UspsBpm@xo.com with subject line "Handset Instruction for USPS Order: #####".
[See **Sample Inbox** for more information].

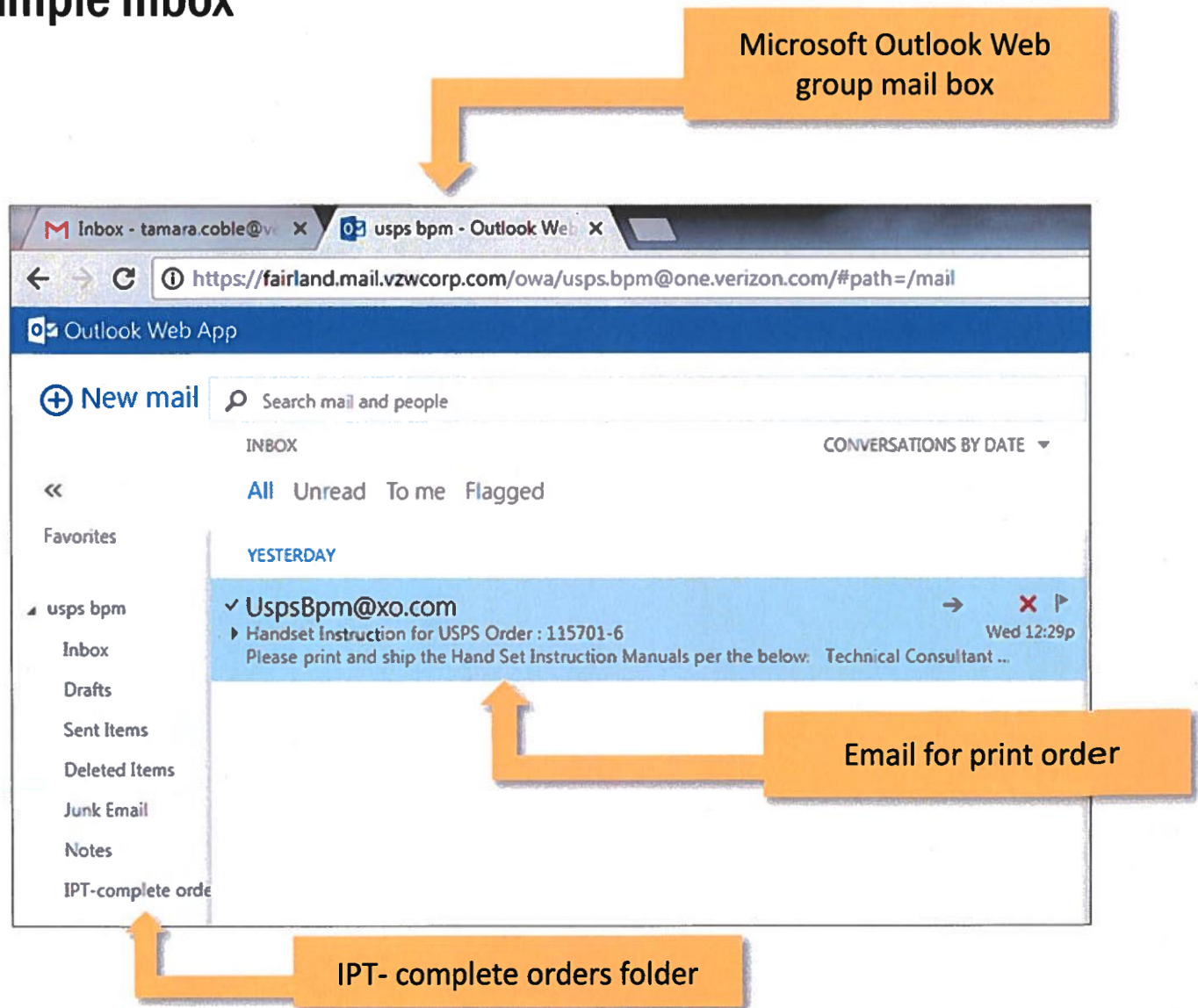
2. Open the email and print it out. If multiple orders are being processed at once, be sure to print an email for each order. Do not duplicate or skip any orders.

The email will contain the printing instructions, shipping instructions, address, document type to be printed and amount of each document requested.
[See **Sample Email Order** for more information].

3. Pull pre-printed copies or print documents requested, in the number requested.
Separate each type of document with a blank BLUE sheet of paper.
4. Make sure that the documents are in color (if requested), the documents are clean (no folds, rips, tears or dirt on the paper) the print quality is good (no faded ink, lines on documents, etc.) and that the correct number of documents are produced.
5. After print order has been filled, put all documents in the order into a USPS Priority Mail envelope. USPS Priority Mail envelopes are located under the interoffice pouch-out table.
6. Before sealing the envelope, double-check the order to ensure that the correct type and number of documents are being shipped to the right address.
7. Type or handwrite an address label for each order and affix to the USPS Priority Mail envelope. Use the pre-printed Verizon return address labels.
7. Affix a USPS Tracking Number Bar Code to each USPS Priority Mail envelope and place the corresponding Tracking Number strip to the email order that was printed in step 2.
8. Place the XO "EQUIPMENT FOR USPS IPT (PHONE SYSTEM) INSTALLATION" and the "PLEASE DO NOT RETURN – HOLD FOR IPT PHONE INSTALLATION" pre-printed stickers on the USPS Priority Mail envelope. [See **Sample Envelope** for more information].
9. Place appropriate postage on envelope. Make sure that the postage reflects the day the order will be mailed out.
10. Scan tracking number into Bear Tracks and process the package for outbound USPS mail.

11. Take the order email and place your initials/time/date that the order was completed.
12. Send the tracking number to the requested email address located at the bottom of the order email. Write the date and time that the tracking number was sent on the order email.
13. Once complete, move the email order from the group mail inbox to the folder marked "IPT- complete orders". [See **Sample Inbox** for more information].
14. Place order email in the 3-ring binder labeled "USPS IPT Print Orders".

Sample Inbox



Sample Email Order

Initials/time/date when
order processed

TC 9/27 @ 1205

To: uspsc bpm;

Cc: uspscpe@xo.com;

• You forwarded this message

Emailed 9/27 @ 1215

Time/date tracking
number emailed



Please print and ship the Hand Set Instruction Manuals per the below:

Technical Consultant Name: NEWTON, CHARLOTTE

Technical Consultant Phone Number: 2142616151

Technical Consultant Email: charlotte.newton@xo.com

USPS tracking number strip

Printing Instructions:

Regular 8 1/2 x 11 white copy paper

Print Double Sided and in Color

Printing instructions

Shipping Instructions:

Ship as soon as possible via United States Postal Service to: USPS IPT Project

Documentation

Site Name: AUSTIN P&DC

Attention To: RYAN GALINDO

Site Address: 8225 CROSS PARK DR, AUSTIN, TX, 78710

Shipping address

Document Information:

Document Type: IP6000 Conf Phone

Quantity: 5

Document Type: VVX 410 IP Phone

Quantity: 20

Document Type: Not In Service Sign

Quantity: 25

Document Type: XO Voice Mail Quick Reference Menu

Quantity: 25

Document type/
quantity ordered

Email address for
USPS tracking numbers

Once shipped, please provide USPS shipment tracking numbers to uspscpe@xo.com.

If this is an expedite, other shipping methods may be used.

\$6.65 FR envelope

BPM Process Instance: 89325

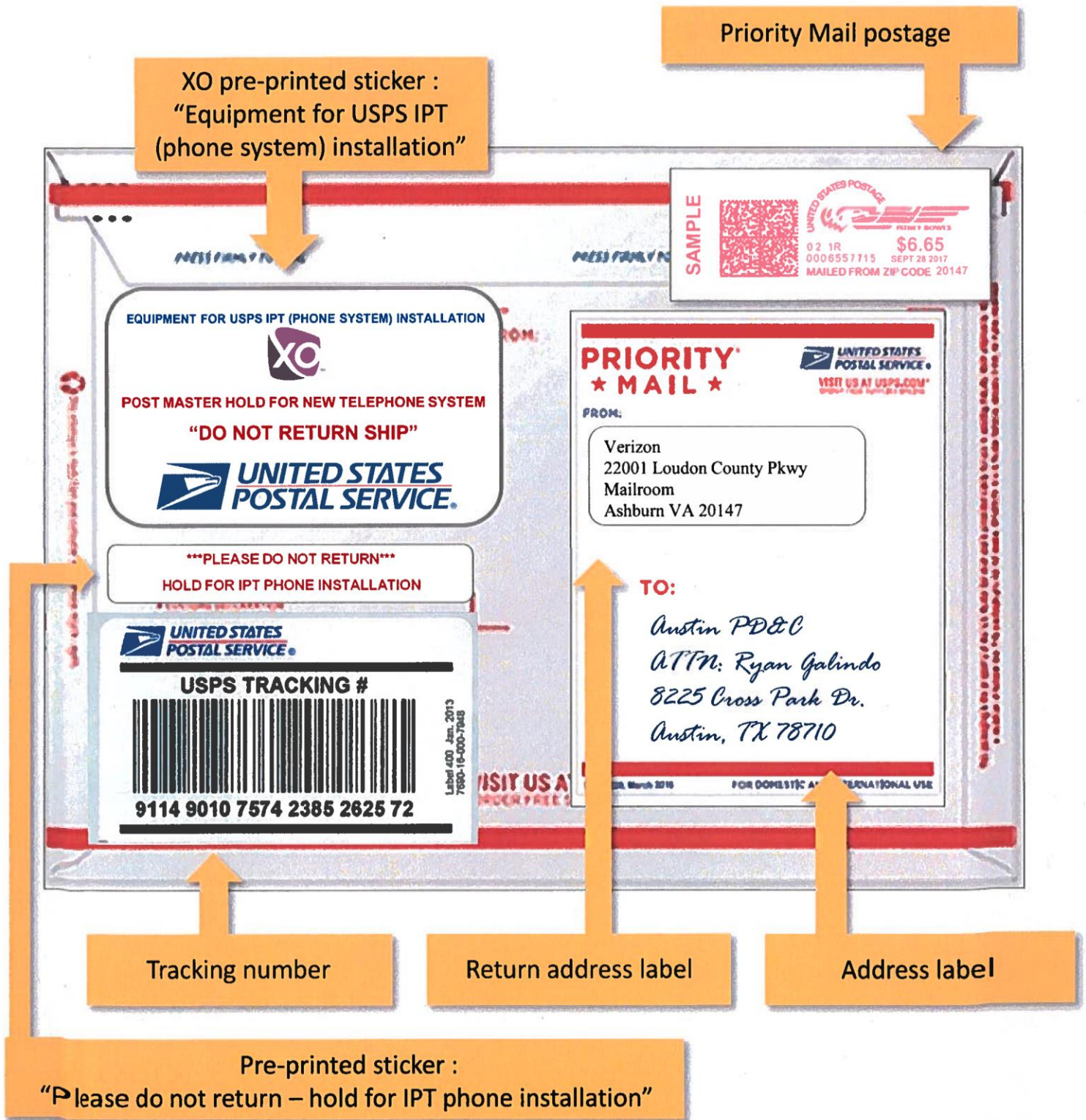
Postage used

Canon

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10/4/17

Sample Envelope





References

US Mail

The United States Postal Service (USPS) offers various service levels based on the sender's requirements. USPS First Class mail is normally the least expensive; however, there are no delivery guarantees.

FIRST CLASS MAIL

Use First Class Mail for sending business correspondence, letters, postcards, greeting cards, checks and money orders. All mail weighing over 13 ounces, sent as First Class Mail, will be handled as Priority Mail.

First Class mail measurements:

- Not less than 5" long, 3 1/2" high and 0.007" thick, or
- Not more than 11 1/2" long, 6 1/8" high and 1/4" thick.
- If different, item should be clearly marked "First Class" or placed in a large green-diamond-bordered First Class Mail envelope.

First Class rate charts, commonly referred to as a "Ratefold", can be acquired at the local Post Office or via the USPS web site (www.usps.com).

PRIORITY MAIL

Priority Mail offers "expedited" delivery through the USPS. First Class Mail weighing 13 ounces or more with a maximum weight of 70 pounds and a maximum size of 108 inches in length and girth combined can be sent via Priority Mail. Additionally, at the discretion of the shipper, packages weighing less than 13 ounces can be shipped Priority Mail.

The USPS has an objective of delivering Priority Mail in two business days; however, there are no delivery guarantees. Additionally, Return Receipt can be requested for delivery confirmation for an added fee.

The USPS offers a "Flat Rate" Priority Mail envelope that allows any amount of material that fits into the envelope to be mailed at the regular 2-pound rate, regardless of the weight of the envelope.

Priority Mail can be insured, registered or certified for an additional charge.



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EXPRESS MAIL

Express Mail is the overnight service provided by the USPS. One of the advantages of Express Mail Next Day Service is that it offers guaranteed delivery service 365 days a year, including weekends and holidays.

A full postage refund is made for all domestic shipments delivered later than the guaranteed commitment for that particular service. It should be noted that some locations within the continental United States cannot be serviced 'next day' and are delivered on the second day.

USPS Express Mail service should only be utilized in Verizon locations when Sunday or Holiday delivery is required, or the package destination is serviced only by a P.O. Box address. Our nationally contracted vendor FedEx should handle all other overnight requests.

REGISTERED MAIL

Registered Mail is the most secure service option offered by the USPS. It provides added protection for valuable and important mail. Registered articles are placed under tight security from the point of mailing to the point of delivery.

- First Class Mail or Priority Mail postage is required on domestic Registered Mail.
- Return Receipt and Restricted Delivery services are available for additional fees and insurance up to \$25,000 can be purchased on domestic Registered Mail at the mailer's option.

Registered Mail must bear a red barcode, Registered Mail Label 200, which can be acquired at the local Post Office. The label must be placed above the delivery address and to the right of the return address, or to the left of the delivery address on parcels.

When assisting the sender with Registered Mail items, Mail Center staff must advise it is generally the sender's responsibility to take the item to the post office, due to the value of that item. The CBPS Site Supervisor may, at his/her discretion, accept the completed item for delivery to the local post office.

Regardless of any insurance that may cover the article; the mailer must always declare its full value to the USPS when presenting it for registration and mailing. Signature of the sender is also required.

To process Registered Mail:

- Place the item on the postage scale to determine First Class postage.
- Add Registered Mail fee, based on the declared value.
- Add Insured Value fee, based on requested insurance coverage.
- If Return Receipt service is required press this feature on the scale to determine total cost.

Registered Mail will be considered as Accountable Mail and logged as such.



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CERTIFIED MAIL

Certified Mail provides proof of mailing. The sender receives a mailing receipt at the time of mailing and a record of delivery is maintained by the Postal Service. Certified mail service is available only for First Class Mail or Priority Mail. Certified Mail is not available for international mail, nor does it offer insurance protection. For valuables and irreplaceable items, use overnight mail, insured mail or registered mail.

Supplies of Certified Mail Receipts can be acquired at no extra charge from the local Post Office. CBPS Mail Centers should maintain an adequate inventory of Certified Mail Receipts.

To process Certified Mail:

- Place the item on the postage scale, to determine First Class postage.
- Press “Certified” on the postage scale, if your scale is equipped with this feature.
- If Return Receipt is required press this feature on the scale to determine total.
- Complete all appropriate information on Certified Mail Receipt, i.e., Postage amount, Certified Fee, and Return Receipt Fee, (if requested) and place on mail piece above the delivery address and to the left of the metered impression on the piece.

Registered Mail will be considered as Accountable Mail and logged as such.

CERTIFICATE OF MAILING

A Certificate of Mailing is a receipt showing evidence of mailing. It can be purchased only at the time of mailing. The certificate does not provide insurance coverage for loss or damage, nor does it provide proof of delivery. No record is kept at the mailing post office and a receipt is not obtained when mail is delivered to the addressee. Primary users are those departments that require proof of mailing, which is only that the documents were mailed on or before a specific date.



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RETURN RECEIPT

A Return Receipt is the sender's proof of delivery. A Return Receipt can be purchased for Registered or Certified Mail. The Return Receipt shows who signed for the item and the date that it was delivered. The Return Receipt can provide the delivery address if the address on the mail piece is no longer correct. Return Receipt can also be requested after mailing.

The fee for Return Receipt per article and should be added to the First Class postage along with any additional services requested.

Filling out the Return Receipt form:

Complete the *Sender* information on the front part of the USPS Return Receipt form to include:

- Company Name: Verizon
- Senders Name: Employee's name and mail code/pod/floor/room/office designation that is requesting the service
- Address: Verizon Mail Center's physical address
- Zip+4: Zip+4 code of the above address

Complete the back portion of the form as follows:

- Item 1: Name and Physical address article is addressed to
- Item 2: The article number provided on the "Service Label" you are utilizing
- Item 3: Select the "Service Type(s)" from the choices provided.
- Item 4: Check the "Yes" box, ONLY if "Restricted Delivery" is requested.

Intercompany Mail

All properly coded intercompany mail, including Pouch Mail, will be processed and delivered the day it is received. The only exception to this standard is mail that is received during or after the last scheduled mail run.

Intercompany mail that is not properly addressed is considered Mystery Mail and will be processed and forwarded within two business days after receipt.



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Safety Guidelines

All employees working in Site Receiving /Mailroom must use common sense when performing their job responsibilities to ensure the safety of everyone. The following list is to be adhered to by all Site receiving/Mailroom personnel:

1. Raise awareness level among people walking in hallways.
2. Bring speed down to walking pace in congested areas.
3. Remove obstructive objects or material in hallways.
4. Closed toe shoes are to be worn at all times.
5. The ability to safely lift 40 lbs. regularly and over 40 lbs. using proper lifting techniques and to wear a safety back support belt.
6. Be aware of your surroundings.
7. Report any safety problems or concerns to the Site Supervisor or Area Manager immediately.

OSHA'S Hazard Communication Standard

What is the Hazard Communications Standard?

This standard is built on a simple concept that employees have both a need and a right to know the hazards and identities of the chemicals they are exposed to when working. They also need to know what protective measures are available to prevent adverse effects from occurring.

Knowledge acquired under the Hazard Communications Standard helps CBPS provide a safer workplace for their employees. When our employees have the information about the chemicals being used, they can take steps to reduce exposures, and establish proper work practices. These efforts will help prevent the occurrence of work-related illnesses and injuries caused by chemicals.

Labels and Other Forms of Warning

In-plant containers of hazardous chemicals must be labeled, tagged or marked with the identity of the material and appropriate hazard warnings. Chemical manufacturers, importers, and distributors must ensure that every container of hazardous chemicals they ship is appropriately labeled with such information and the name and address of the producer. Labels must be legible and prominently displayed.

Material Safety Data Sheets

Chemical manufacturers and importers are required to obtain or develop a material safety data sheet for each hazardous chemical they produce or import. CBPS has an MSDS for each hazardous chemical they use. If we do not receive a MSDS form automatically, we must request one from the supplier of the chemical. MSDS forms will be readily accessible to employees when they are in their work areas during their work shifts. MSDS's are usually kept in binder in a central location at the site.

Employee Information and Training

Each employee who may be “exposed” to hazardous chemicals when working will be provided information and be trained prior to initial assignment to work with hazardous chemical, and whenever hazard changes. We want to create a climate where workers feel free to ask questions. This will help to ensure that the information is understood.

Handling Hazardous Chemical Deliveries

1. Identify the contents using the packaging and documentation.
2. Log the package into the tracking system.
3. Isolate the package.
4. Inform the Site Supervisor and Sr. Area Manager.
5. Inform the Key Contact.
(This will be done by the Site Supervisor.)
6. Contact the Recipient.
(After the Key Contact has given his or her permission.)
7. Deliver the package.

Back Injury Prevention

Learn to Prevent Back Injury

Preventing a back injury is much easier than repairing one. Because your back is critically important to your ability to walk, sit, stand, and run, it’s important to take care of it. Most back pain arises from using your back improperly, so learning a few basic rules about lifting, posture and proper exercise can help keep your back in good shape.

Exercise to Strengthen Your Back and Reduce Stress

Having a strong back and stomach muscles are important in order to ease the work in your back is put through each day. By doing simple back toning exercises, you not only strengthen your back but also reduce stress and improve your appearance, too! Check with your doctor as to the best exercise for you.

Lose Excess Weight

Pot bellies and excess weight exert extra force in back and stomach muscles. Your back tries to support the weight out in front by swaying backwards, causing excess strain on the lower back muscles. By losing weight, you can reduce strain and pain in your back. Check with your doctor for the most sensible diet plan for you.

Maintain Good Posture

You can prevent many back pains by learning to sit, stand and lift items correctly. When you sit down, don't slouch. Slouching makes the back ligaments, not the muscles, stretch and hurt, thus putting pressure on the vertebrae. The best way to sit is straight, with your back against the back of the chair with your feet flat on the floor and your knees slightly higher than your hips. Learn to stand tall with your head up and shoulders back.

Plan Your Lift

Lifting objects is often a mindless task, and unfortunately many people perform their lift incorrectly, resulting in unnecessary strain on their back and surrounding muscles. In order to lift correctly and reduce strain in your back, it's important to plan your lift in advance. This means thinking about the weight of the object and the distance you will be moving it. Is it bulky? Will you need help moving it? Do you see any hazards that can be eliminated? Think about this whenever you do any lifting.

Position Yourself Correctly in Front of the Load

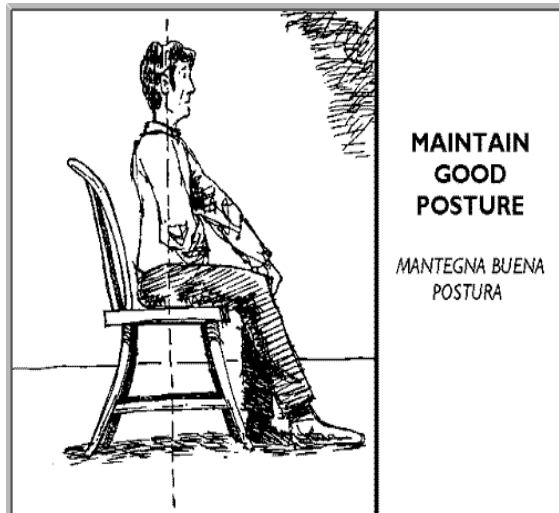
Once you have planned the lift, the next important step is to align yourself correctly in front of the load with your feet straddling the load, one foot slightly in front of the other for balance. **Slowly squat down by bending your knees, not your back and stomach.** Using both hands, firmly grab the load and bring it as close to your body as you can. This will help distribute the weight over your feet and make the move easier.

Set the Load Down Correctly

Once you have reached your destination, it is equally important that the load is set down correctly. By reversing the above lifting procedures you can reduce the strain on your back and stomach muscles. If you set your load on the ground, squat down by bending your knees and position the load out in front of you. If the load is set down at table height, set the load down slowly and maintain your contact with it until you are sure the load is secure and will not fall when you leave.

Get Help, If Needed

If the load is too heavy, bulky or alone, find a coworker to help available, is it possible to break loads? Or, can you locate a move it? Look for simple move easier on you and your



awkward for you to lift you carry it. If no one is the load into two smaller dolly or cart to help you solutions to help make the back.

Preventing Slips

and Trips



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Don't Be In A Hurry

Trips and falls often occur while people are in a hurry, because they often take shortcuts and do not pay attention to what they are doing. We all have tried to jump across an obstacle instead of walking “the long way around” to our destination. These types of acts are unsafe. Learn to slow down and walk sure footed by avoiding potentially hazardous shortcuts.

Pay Attention To Your Step

Avoid injuries by paying attention to where you are walking. Learning to recognize hazards and avoid potential hazards saves time, money, and injury. As mentioned previously, resist the temptation to take shortcuts because shortcuts are usually comprised of objects or routes not designed for foot traffic and often consist of unstable, shaky or slippery surfaces.

Clean Up Spills

Slippery surfaces don't appear dangerous until you happen to step on them, and then it is too late. Clean up grease, water and other form of spills as you notice them. Cover icy and greasy spots with sand or other types of absorbent material.

Practice Walking Safely

If you cannot avoid walking on slippery or wet surfaces, practice walking safely across them. Do not try to run, jump or slide across these slick surfaces. Instead, take slow, short steps with your toes pointed slightly outward. For additional balance keep your hands at your sides to support you if you begin to fall. Remember that a freshly polished floor can also be very slick even though it doesn't appear hazardous.

Use Nonskid Shoes And Surfaces When Available

If you work in an area that has slippery surfaces, wear shoes that have slip-resistant soles. Ask your supervisor about the correct shoe for your job. Keep your shoes free from grease and oil. On large walkways, use mats or rough grade covering to assist in minimizing falls.

Maintain Proper Lighting

Inadequate lighting can camouflage what is in your way, so replace light fixtures or bulbs that do not work. When you enter a darkened room always turn the light on before entering, even if you stay only for a moment. Keep walkways clear of obstructions in areas that have poor lighting.

Exercise Stair Safety

Stairs that are too steep or not steep enough can create the potential for trips and falls. Because it is very easy to lose your footing while climbing stairs, walk up and down stairs slowly. Be cautious of worn or broken steps, and of insufficient lighting that may make it difficult to see properly. Never run up and down stairs, and avoid skipping steps. If you have to carry a load while climbing stairs, carry the load so it doesn't block your vision, and keep one hand free, if possible, to hold onto the railing.

Inspect Your Ladder

Check your ladder to insure the rungs are in good condition and that it has no cracks or broken parts. If the ladder is equipped with a spreader that locks the ladder frame into position, make sure it is secured before you climb. Most importantly, check to make sure the ladder is the correct height for the task at hand; this will prevent from reaching too far forward or upward, which could cause you to become off balance.

Emergency Procedures

CBPS is committed to the safety and security of its people. Apply this detailed fire safety and evacuation procedures in place that are in accordance with local codes and ordinances. In an emergency evacuation, the site supervisor is responsible for accounting for all CBPS employees to the appointed Floor Warden. All employees are to evacuate to the designated area for their building, and get in contact with the Site Supervisor.

IF YOU SEE FIRE OR SMOKE:

1. Initiate an evacuation of the floor, ensure all occupants are accounted for and safely exit the building.
2. Pull the fire alarm near the stairs.
3. Call 911 when it is safe and report the details, noting whether or not all occupants are believed to be out of the building.
4. Close all doors behind you as you leave.
5. Proceed to your assembly area and wait for instructions from building management.
6. Return to your work area if allowed by the fire department and building management.

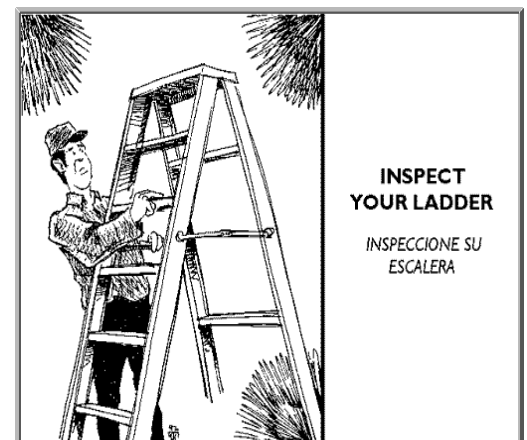
IF YOU HEAR A FIRE ALARM, BUT DO NOT SEE FIRE OR SMOKE:

1. Initiate an evacuation of the floor, ensure all occupants are accounted for and safely exit the building.
2. Close all doors behind you as you leave.
3. Proceed to your assembly area and wait for instructions from building management.
4. Return to your work area if allowed by the fire department and building management.

FIRE EXTINGUISHER OPERATION:

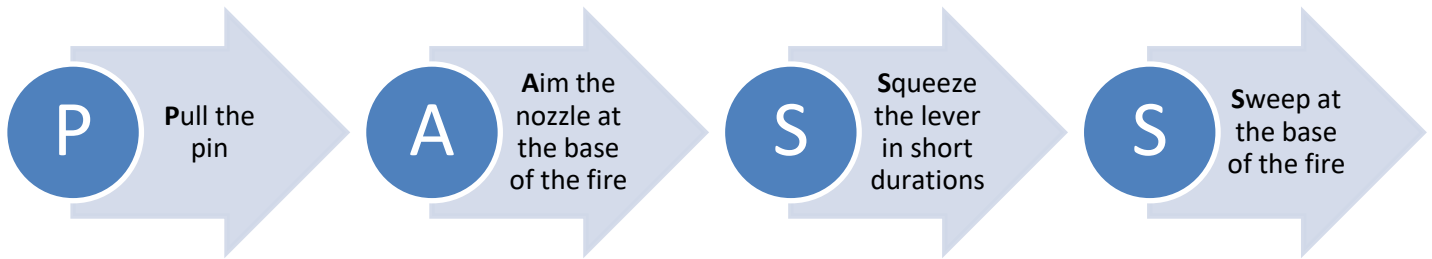
Fire extinguishers are located throughout the floor. Please familiarize yourself with their locations and types. The fire extinguishers are type A, B, or C

- A. Ordinary combustibles – Wood, paper, cloth, rubber, plastics, etc.
- B. Flammable liquids – Gas, oil, grease, tar, etc.



C. Electrical – Wiring, circuit breakers, appliances, equipment, etc.

ONLY if fires are in the incipient (early beginning) stage should you attempt to extinguish it. Use the extinguisher using the PASS method:



MEDICAL EMERGENCIES:

When notified of a medical emergency, and if possible, determine the following information:

1. Nature of problem, i.e.:
 - Chest pain
 - Seizure
 - Injury
2. The name and location of the patient.

Once you have obtained this information, do the following:

1. Call 9911.
2. Notify the floor warden for first aid response.
3. Call an additional person to escort the responders to the patient.

EARTHQUAKES:

During an earthquake REMAIN CALM and follow these procedures:

1. Take cover under the desk, in a doorway, or narrow opening until the shaking has completely stopped.
2. Position yourself in a crouched position with your hands behind your neck and head for protection.
3. Be prepared for aftershocks!
4. DO NOT ATTEMPT TO USE THE ELEVATORS until the building management has given permission. They may have been damaged and will likely have been recalled to the main lobby.
5. Attempt to call 911 if there are injuries or other urgent problems.

Be aware that there will be heavy stress placed on the emergency services and you may be on your own for a long period of time.

It is advisable that you become familiar with the locations and uses of first aid kits, fire extinguishers, emergency exits, and other emergency items before an incident. This will allow you to perform in a timely and efficient manner during an occurrence.

A general rule is that you may have to be self-supportive for a period up to 72 hours.

ILLEGAL OR SUSPICIOUS ACTIVITY:

If one or more uninvited or suspicious persons arrive on the floor, calmly ascertain their purpose and follow these guidelines:

- If the person or persons are not disruptive, attempt to quietly resolve the situation.
- Advise them that they are on private property uninvited, and if they do not leave, the police will be called.
- Keep in mind that demonstrators often want the police called as it creates more disruption and potential media coverage.
- If the person or persons become disruptive or dangerous and you feel it is unsafe to remain, evacuate, then call 911 immediately.

DO NOT TAKE ANY ACTIONS OR MAKE ANY MOVEMENTS THAT MAY BE CONSTRUED AS A THREAT!

Emotionally disturbed and/or charged individuals may use a perceived threat to justify hurting you.



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New training plan.....2018