



SourceOne
OUTPUT TECHNOLOGIES

A division of **SourceOne Graphics, Inc.**

Trust



WHAT'S IMPORTANT?

What is the number one consideration when outsourcing sensitive transactional communications?



You will be transmitting customer data including Personal Health Information (PHI), and other sensitive data to an outside entity. Any violation of this trust will have an impact on the **confidence that your customers have in you** and has been the overriding reason cited by many for keeping customer transactional communications “in-house”.

We want to gain your trust by detailing the steps we take to ensure you that SourceOne considers your customers personal information as sacred and has the systems, security, and procedures in place to secure your data and accurately generate the desired output from that data.

1 JOB ENTRY AND PROOFING PROCESS

A sample data file is uploaded to our secure FTP site, accompanied by a representative hard copy sampling. This data and accompanying output is analyzed and parsed, then the address information is presorted and the statement data is composed and check images assembled.

Each page is appended with a 3 of 9 barcode, which will provide the intelligent folder inserters with the necessary code to read and assemble each statement with multiple checks of accuracy and set integrity. The imprinted barcode can also direct the inserter to selectively pull up to six targeted inserts based on the criteria embedded within the statement record, providing a powerful marketing tool included with the statement. Additionally, 2-D Barcodes are added to verify all pieces are accounted for during the final insertion process.

When all composition is completed, a print file is generated and a sample file is converted to PDF for the customer to review. In addition to the PDF sample file, we also print the supporting hardcopy output for your to review and compare to your own internally generated output.

Quality Checklist:

- ✓ a complete barcode appears on every document
- ✓ checks accuracy of collection of multiple page sets
- ✓ provides detailed information on inserter productivity and operation
- ✓ checks page sequencing within each set
- ✓ ensures correct number of pages in each set

3 PRINT QUALITY, INSPECTION, RECOVERY, SPOILAGE DESTRUCTION PROCEDURES

Printed output is regularly checked for content accuracy, image placement and image quality. Poor image quality is defined as output that contains:

- faint, light or inconsistent toner density
- errant spotting, streaking or lines across pages
- type that is not crisp with clean sharp edges and void of plugging

If any image degradation appears during the print run, the job is stopped and a member of management determines if any output needs to be reprinted. If output requires reprinting, the rejected material is shredded, which is also the procedure for any jammed sheets that must be discarded.

PRINT PRODUCTION

Once the job entry and proofing process is complete, we begin to receive files and generate print files for production. The process begins with the quality control form / job ticket, which includes:

- file name and location
- number of records within the file
- number of sheets of paper to be processed
- number of printer clicks to be generated
- form number for base stock to be used and a physical sample
- envelope form number to be used

All details are confirmed by the printer operator and a sample file is printed. When the operator has determined that he has generated accurate sample output, he records an “operator sample approval” on the ticket and submits the sample material to his supervisor before proceeding with the printing. The approved samples are kept in the job ticket and production output will be checked against these samples throughout the print run.

The print file is then assigned to printers with controls noted on the ticket, ensuring accuracy during long print runs and assuring that output is in the proper order with no duplications.

All output is placed face down in numerical sequence as it comes off of the printers. At the completion of the print run, the operator verifies that all record counts match the counts on the job ticket, including generating a report providing the number of sheets printed, the number of jams, the number of jams recovered and the number of clicks or images generated. If all applicable numbers verify that required job counts are correct, the job is then released to the mail room for folding and inserting.



Additionally, we provide mail piece verification, including:

- number of sheets printed
- number of clicks off of printer
- number of sheets that were processed through the inserter
- number of filled envelopes
- round stamped USPS manifest mail paperwork

FOLDING AND INSERTING

Before folding and inserting, the inserter operator verifies that all previous quality control (QC) check pointed have been initialed on the job ticket. If all QC procedures are current, the inserter operator performs the mailroom QC steps before proceeding with the folding and insertion. These steps include:

- verifying that all USPS paperwork is present
- verifying all counts
- verifying all USPS mailing protocols
- verifying machine settings
- verifying materials

After approval confirmation by the Mailroom Supervisor, the printed materials are loaded in the folder inserter and sample statements are folded and inserted into inserter positions. After inspection to ensure that they are correct and that the laser reader is performing correctly with regard to set size, these are then inserted into envelopes, sealed, placed into the first mail tray and the supervisor approves continuing with production.

During the entire process, the folder/inserter reads the barcode on each sheet, ensuring that no sheets are missing or out of sequence and that no “doubling” has occurred.

At the end of the inserting process, any damaged statements are forwarded to the Mailroom Supervisor for reprinting and insertion into the appropriate trays. In addition to verifying that the last record off matches the record count noted on the ticket, the operator also verifies that both the mechanical counter and digital counter totals match. These totals must all reconcile with job ticket information before the mail can be released for delivery to the post office.



THAT WORD AGAIN: TRUST

We're like our clients. The most important thing we deliver is trust. We take a lot of pains and go through a lot of steps to make sure that each job is handled correctly and that no breach of that trust occurs. It's the way you want your business to run. And we're no different.

It's a way of life for us. We take good care of our other clients and we'd like to do the same for you.

Our word is gold, but...

Because due diligence is critical, all our procedures, policies, and systems are verified by independent third parties. SourceOne has completed an SSAE-16 SOC 1 Type 2 audit performed by Ascend Audit & Advisory, Inc. (ascendaudit.com). The Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization effectively replaces the older SAS 70 as the authoritative guide for reporting on service organizations.

Additionally, all externally facing internet ports are checked for security daily using award winning solutions from Qualys (www.qualysguard.com).



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