**Process Begins when**
Customer needs to send out a bulk mailing

**Process complete when**
Bulk mail is delivered

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**What helps us know why, when, and how we do what we do?**
Provides direction

- USPS regulations and guidelines
- MCPS regulation EGC-RA; KEA-RA
- Bulk Mail guidelines
- DOT guidelines

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**What do we need to do this process?**
Bulk Mail to be delivered

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**What do we produce or deliver with this process?**
Mail delivered to destination

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**Where do we do it, and who/what helps us to do the process?**
People, equipment, facilities, systems

- School staff
- DMM Drivers
- PONY staff
- Vehicles

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**Performance Measures**

- M – 1 Qty U.S.; PONY; Copy Plus mail
- M – 2 Time to Process
- M – 3 Customer satisfaction
- M – 4 Cost per piece
Mail Services: Provide Bulk Mail Process

Trigger Event

Bulk Mail prepared for delivery

Mail delivered

School Staff

Bulk Mail placed in cardboard boxes for PONY pickup or delivered to mailroom

PONY Driver

Picks up Bulk Mail at school location

Mailroom Staff

Mail processed correctly?

Process Bulk Mail per USPS procedures

Transport U.S. mail to USPS

YES

NO

Return to IGOE