

M Q C

MAILPIECE QUALITY CONTROL

On-Line Examination User Guide

**STANDARD OPERATING PROCEDURE
FOR INTERNET STUDENTS**

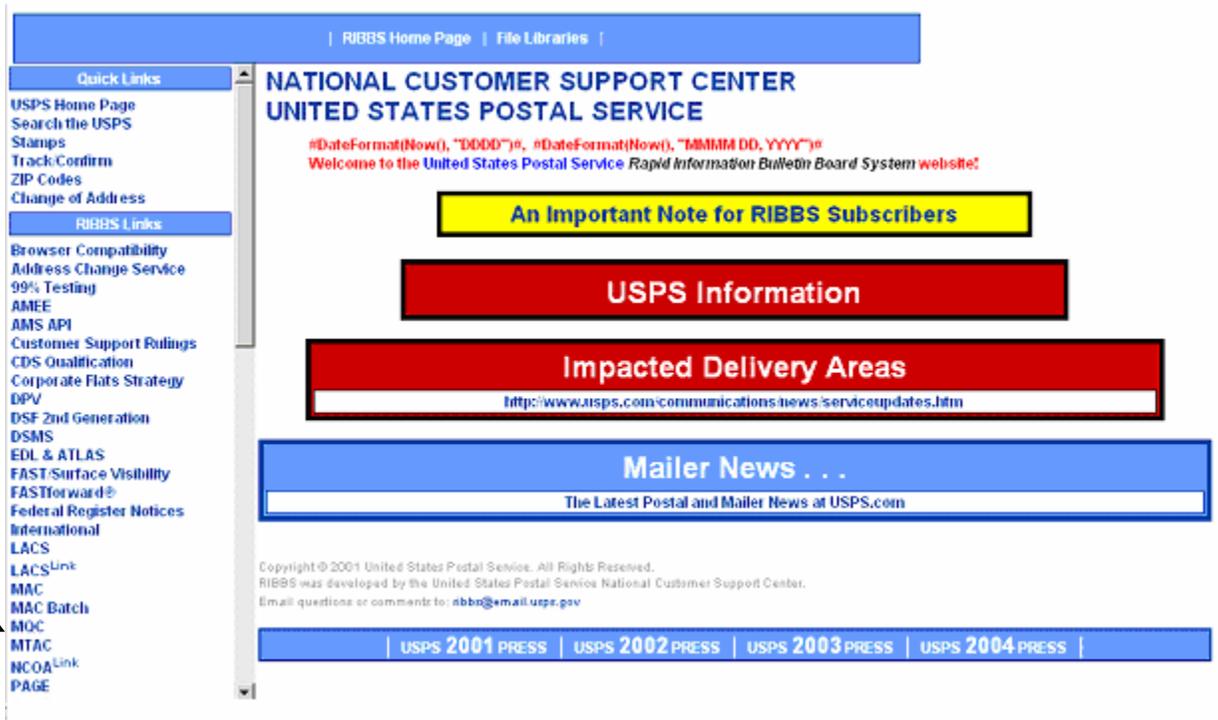
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The information on the following pages will provide instructions and visual aids to assist the student in the MQC website.

To obtain MQC information, please type in the following website URL address:

<http://ribbs.usps.gov/>



On the left hand side under “RIBBS Links” click on “MQC” and the next screen will appear.

On this main menu select an option:

| [RIBBS Home Page](#) | [File Libraries](#) |

RIBBS
Rapid Information Bulletin Board System

Mailpiece Quality Control

MQC Overview	MQC Specialist List
MQC Order Form	MQC Documents
MQC Examination	

Select from the following choices:

MQC Overview – An overview of MQC

MQC Order Form – Order form

MQC Examination – The on-line exam can be completed when the student receives their ‘Confirmation Number’

MQC Specialist List – Provides the Company/Specialist Name, City/State, and Expiration Date

MQC Documents – Consists of the above choices/selections plus more

MQC ORDER FORM

UNITED STATES POSTAL SERVICE

RIBBS
Rapid Information Bulletin Board System

RIBBS Home Page | File Libraries

DSMS
eVS
FAST/Surface Visibility
FASTforward®
Federal Register Notices
Intelligent Mail® Tray Label
International
LACSLink
Labeling Lists
MAC
MAC Batch
MQC
MASS™
Move Update
MTAC
MTAC Best Practices Report
NCOALink
PAGE
PAVE
Polywrap Manufacturers
2007 NPF Presentations
RDI
SuiteLink
Total Address Quality
Trademarks
Vendor Information
ZAP
ZIPSPILT
Zone Charts
USPS Locators & Lookups

UNITED STATES POSTAL SERVICE

**Mailpiece Quality Control
Self-Study Course Order Form**

Customer Information (Please PRINT clearly) - All Fields Required

Contact Name _____

Company Name _____

Street Address (Number, street, suite, apt., etc.) _____

City _____ State _____ ZIP + 4® _____

Foreign Country Name (when applicable) _____ Telephone Number (include area code) _____

E-mail Address _____ Mail Pass/Fail documentation to...
 Contact (indicated above) Individual(s)

Ordering Instructions

	Quantity	Price	Purchase Amount
Option 1: Administrator's Guide includes single Administrator's Guide TD-34A.	<input type="text"/>	X \$5.00 =	\$ <input type="text"/>
Option 2: Student Guide includes Student Guide TD-34B. This option available free of charge if downloaded from http://pe.usps.gov/mpdesign/misc_doc/mqc.pdf .	<input type="text"/>	X \$20.00 =	\$ <input type="text"/>
Option 3: Resource Kit includes postal templates and MQC Online Resource Guide.	<input type="text"/>	X \$5.00 =	\$ <input type="text"/>
Option 4: Final Examination (Hardcopy) includes hardcopy final examination only (provided via mail or email after receipt of order form and payment)	<input type="text"/>	X \$25.00 =	\$ <input type="text"/>

1 of 1

Start | Inbox - Microsoft Out... | RIBBS - BBS Websit... | External | MQCOnLineExamUser... | untitled - Paint | 12:33 PM

This MQC Order Form is a manual process; orders are not taken over the telephone. The order form is completed by a company representative or customer and submitted (*instructions are on the order form*) with payment to the National Customer Support Center Accounts Receivable Department, checks are payable to the United States Postal Service. Once payment has been received, MQC administration will generate a confirmation number for each on-line exam ordered. The examination confirmation number(s) will be sent electronically to the customer or company contact. It is imperative that an eMail address is provided on the order form.

NOTE: The student has **six months with up to 4 attempts from the order date to complete the examination**. After six months the confirmation number expires and a new order form and payment must be submitted.

NOTE: Option 4 and Option 5 offer the choice of either the (hardcopy) or (on-line) examination, please check one of the boxes for the type of examination you want.

Completing the mqc order form:

The company or customer will need to complete the following sections on the MQC Order Form:

- Customer Information (***Please Print***) – All fields in this section are required:
 - Contact Name (*Administrator or Student's name*)
 - Company Name
 - Street Address (*Number, Street, Suite, Apt., etc.*)
 - City
 - State
 - ZIP+4
 - Foreign Country Name (*When Applicable*)
 - Telephone Number (*Include Area Code*)
 - e-Mail Address (*Contact's e-Mail Address*)

- Ordering Instructions (*Please fill in only the sections that apply*):
 - Option 1: Administrator's Guide (*Fill in the Quantity and Purchase Amount as applicable*)
 - Option 2: Student Package (*Fill in the Quantity and Purchase Amount as applicable*) NOTE: - Student Guide is available for download at http://pe.usps.gov/mpdesign/misc_docs/mqc.pdf (free of charge).
 - Option 3: Resource Kit – Includes postal templates for use in mailpiece design, and the MQC Resource guide which identifies on-line resources for publications, USPS glossary, and other vital information.
 - Option 4: Final Examination (Hardcopy) - (*Fill in the Quantity and Purchase Amount as applicable*)
 - Option 5: Final Examination (On-Line) - (*Fill in the Quantity and Purchase Amount as applicable*)

- Payment Method (*as applicable*). Make check payable to the “United States Postal Service”.

- When complete please fax to the fax number on the order form or mail to the address on the order form.

MQC EXAMINATION

On the examination screen below enter the Confirmation Number then click “SUBMIT”.

Mailpiece Quality Control

MQC Final Examination 03:02 PM

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV
To learn how we use the information you provide, please read our [Privacy Policy](#)

*****Confirmation Numbers expire 6 months from order date.*****

Confirmation Number:

Check to get 508 compliant screens.

SUBMIT EXIT

NOTE: Students must complete the examination within 6 months and have up to 4 attempts to pass the exam from the order date, after which the confirmation number will expire. The student can exit the exam at any time, save their work, and return to it at a later date.

If the Confirmation number entered is not correct an error message (Invalid Confirmation Number) will be displayed. Please verify the Confirmation number entered. Once the confirmation number has been authenticated, the system will check to see if a student has been assigned to the examination or if the student will need to add their information.

The 508 compliant checkbox should be checked if the user needs visually impaired screens.

The below screen reflects the message of an “Invalid Confirmation Number”:

Mailpiece Quality Control *MQC Final Examination* 03:04 PM

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV
To learn how we use the information you provide, please read our [Privacy Policy](#)

Invalid Confirmation Number
Enter your MQC Examination Confirmation Number

*****Confirmation Numbers expire 6 months from order date.*****

Confirmation Number:

Check to get 508 compliant screens.

The drop down arrow will display a list of students already in the MQC System. If the student name appears in the list, select the name and update the record if necessary:

Mailpiece Quality Control *MQC Final Examination* 03:07 PM

Assign Student Information

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV
To learn how we use the information you provide, please read our [Privacy Policy](#)

Select From Existing Student Record

Name:

Phone:

Email:

BILLY BOB
DIANE SWIER
JANE DOE
JOHN DOE
JOHN DOE JR
KIMBERLY D GIERE

Updating student information:

If the student's record exists in the MQC database, the student name will be displayed.

The student may add or edit their phone number and/or email and click "**UPDATE**". Student data will be saved. The first page of the MQC Final Examination will then appear displaying the student's name and round number.

Mailpiece Quality Control

MQC Final Examination 08:10 AM

Assign Student Information

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV
To learn how we use the information you provide, please read our [Privacy Policy](#)

Select From Existing Student Record

Name:

Phone:

Email:

[Add New Student](#)

*** By clicking the UPDATE button you will be updating your file.
After your file has been updated you will be redirected to the exam.

If the student name does not exist on the dropdown box, click "**Add New Student**" and the below screen will appear. Enter the new student's information on the fields that apply (First Name, Middle Initial, Last Name, Suffix-(Jr, Sr, III...), Phone Number with Area Code, and eMail) and click "**ADD NEW STUDENT**"

Mailpiece Quality Control

MQC Final Examination

03:08 PM

Assign Student Information

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV

To learn how we use the information you provide, please read our [Privacy Policy](#)

Enter New Student Record

First Name	<input type="text" value="Kimberly"/>
Middle Init	<input type="text" value="D"/>
Last Name	<input type="text" value="Giere"/>
Suffix	<input type="text"/>
Phone:	<input type="text" value="901-681-4445"/>
Email:	<input type="text" value="kimberly.d.giere@usps.go"/>

After “Add New Student” is clicked it puts the student into the examination screen, their name and round number will appear at the top.

Error – resetting cookies:

NOTE: If the student gets an error message while trying to add a new student and/or unable to access the MQC examination, it may be their Internet Browser Setup needs to have the cookies enabled. Please take the following steps to correct this error:

1. Open “Internet Explorer”
2. Click “Tools”, and then click “Internet Options”
3. Click on the “Privacy” tab, and then click the “Advanced” button
4. Put a ✓ (check mark) in the box by “Override automatic cookie handling”
5. Put a ✓ (check mark) in the box by “Always allow session cookies”
6. Click “OK” and EXIT Internet Explorer
7. Re-open “Internet Explorer” and try to access the MQC examination again

If the above steps do not work then please call 1-800-238-3150 and ask to speak with someone in the MQC Department and they will assist the student further.

Taking the exam:

Once a student has been assigned to the examination, the screen below (MQC Final Examination) will appear reflecting the student’s name and current round number:

Mailpiece Quality Control

MQC Final Examination
Round 3

03:27 PM

KIMBERLY D GIERE

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV

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SUBMIT

NEXT

EXIT TEST

Go To Page:

2

3

4

5

6

7

8

9

10

PDF of Questions

Instructions: Answer each question by clicking on the button next to your choice. Should you mark an incorrect answer, simply click on the button next to your revised choice.

1. Which of the following postage payment methods always requires a return address on the mailpiece?
- permit imprint
 - precanceled stamps.
 - meter stamps.
 - none of the above.

Student begins the exam by selecting a radio button next to the answer. **While in the exam DO NOT leave the system idle for more than 30 minutes** because it will log the student out of the system and any work that was not saved will be lost.

The student will start choosing the answers by clicking **only one radio button for each question number**. There are 100 questions.

Saving the exam:

If the student has **not completed the exam and wishes to finish at a later time or another day**, click “EXIT TEST”. The system will ask the student if they **want to “Save Your Work? YES or NO”**. This will not count as an attempt or round as long as the student does not click ‘Submit’. If “YES” is clicked it will save your answers, if “NO” is clicked it will not save your answers, (see the next screen that will prompt the student to save their work).

Mailpiece Quality Control

MQC - Save Progress

03:30 PM

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV

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Save Your Work?

[YES](#) [NO](#)

When the student is ready to start the exam again, just re-enter the same confirmation number and click “SUBMIT”, then enter the “Last Name” (which will be the student’s last name for that exam) and click “SUBMIT”. The system will bring up the exam with the previously saved answers.

The below screen is where the student will type in their Confirmation Number to re-enter the exam and then click “SUBMIT”:

Mailpiece Quality Control *MQC Final Examination* 03:31 PM

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV
To learn how we use the information you provide, please read our [Privacy Policy](#)

Enter your MQC Examination Confirmation Number

*****Confirmation Numbers expire 6 months from order date.*****

Confirmation Number:

Check to get 508 compliant screens.

The next screen is where the student will enter the “Last Name”, then click “SUBMIT”:

Mailpiece Quality Control *MQC Final Examination* 03:32 PM

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV
To learn how we use the information you provide, please read our [Privacy Policy](#)

This test is currently assigned to a student.
Please enter your last name for verification purposes.

Last Name:

NOTE: When the student has completed the exam (all 100 questions have been answered) and **wants the exam to be graded, click “SUBMIT”**.

Printing out the exam with student’s answers:

If the student wants a copy of the exam’s questions and answers (*and if their company permits*); they will need to “EXIT TEST”, save the work, and go back into the exam and click “PDF of Questions” and view/print the exam.

Unanswered exam questions:

Before the evaluation process begins, the system will verify that all questions have been answered. If there are any unanswered questions, the following screen will be displayed. Click “RETURN” to go back to the examination and answer the unanswered question(s). Once the questions have been answered, click “SUBMIT” again and the system will grade the exam. If the student does not wish to return to the exam, click “EXIT” to exit the examination and the student will be prompted to “Save Your Work? Yes or No” and then they can go in another time to finish the examination.

The screen below reflects that the exam was not graded because their were questions left unanswered, so it does not count as an attempt and the student will remain on their current round number until all 100 questions have been answered.

Mailpiece Quality Control *MQC Final Examination Results* 03:40 PM

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV
To learn how we use the information you provide, please read our [Privacy Policy](#)

Your MQC Examination Results

You have not answered the following questions:
2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27,
28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51,
52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75,
76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99,
100.

RETURN EXIT

To re-enter the examination, enter the 'Confirmation Number' click "**SUBMIT**" and then enter the 'Last Name' and click "**SUBMIT**". It will bring up the examination screen for that confirmation number reflecting the student's name and current round number. If "**EXIT**" is selected then the student can exit the system until they are ready to complete the examination.

Submitting the exam for grading:

Once the examination has been completed, click "SUBMIT" and the exam will be graded. The below examination results and the following message will appear advising the student of their examination score:

Mailpiece Quality Control *MQC Final Examination Results* 03:50 PM

For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV
To learn how we use the information you provide, please read our [Privacy Policy](#)

Your MQC Examination Results

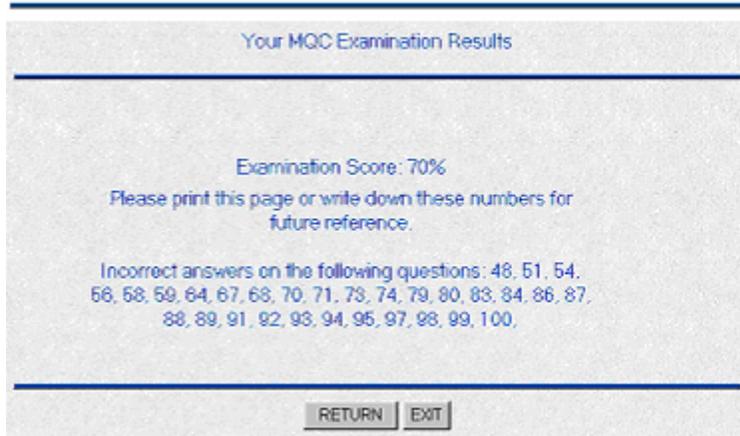
Examination Score: 100%
Congratulations on passing the MQC Certification Test!
Your name will now appear on the MQC Certified Listing.

EXIT

In order to be a Certified MQC Specialist, the student must attain a score of 90% or better. At this point the examination process is complete and the student's name will be added to the MQC Certified Specialist list. The student will receive an MQC Certificate, an official letter from USPS, and an MQC Specialist lapel pin within 7 to 10 business days. Click "**EXIT**" to exit the MQC Final Examination Results page.

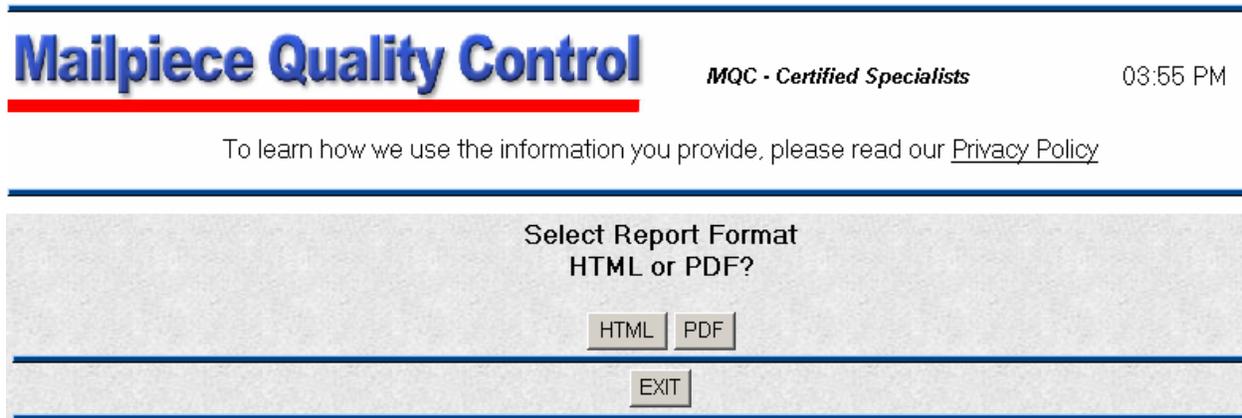
If the examination score is less than 90%, the student has failed the exam. If the number of attempts is less than 4, the student can elect to return to the examination immediately by clicking "**RETURN**". The student can exit the examination and try again at a later time by clicking "**EXIT**". The student will be prompted to save their work (Save Your Work? YES or NO).

After each exam evaluation the round number will be incremented. The fourth round is the final round after which the confirmation number expires. A new order and payment must be submitted and sent to NCSC to get another confirmation number and exam.



MQC SPECIALIST LIST REPORT

Please select the version type of either HTML or PDF:



This is the “html” version MQC Specialist List file. This list provides the Specialist/Company Name; City and State; Expiration Date:

Mailpiece Quality Control

MQC Certified Specialists

03:56 PM

To learn how we use the information you provide, please read our [Privacy Policy](#)

The following individuals are certified as their company's Mailpiece Quality Control specialist, which means that they have successfully passed the MQC Training Program and have been awarded certification for a period of two years.

<u>Specialist Name</u>	SACRAMENTO	CA
LOU DEVILLE	<u>Expiration Date</u>	
	04/11/2009	
<u>Specialist Name</u>	WINTER PARK	FL
CRYSTAL ARIA	<u>Expiration Date</u>	
	08/26/2009	
<u>Specialist Name</u>	INDIANAPOLIS	IN
RON MOSS	<u>Expiration Date</u>	
	10/31/2009	
	EAST BRIDGEWATER	MA