

M Q C

MAILPIECE QUALITY CONTROL

On-Line Examination User Guide

**STANDARD OPERATING PROCEDURE
FOR INTERNET STUDENTS**

TABLE OF CONTENTS

MAIL PIECE DESIGN – OVERVIEW	3
How to become a Certified MQC Specialist	3
Website.....	3
Cost.....	3
Audience.....	3
Customer Support.....	3
Technical Support.....	3
MQC INSTRUCTIONS.....	4
MQC SPECIALIST LIST REPORT	7
MQC ORDER FORM	11
MQC DOCUMENTS	13
MQC EXAMINATION	13
Updating Student information.....	20
Error – resetting cookies	20
Taking the exam.....	21
Saving the exam answers.....	22
Printing out the exam with student’s answers	24
Unanswered exam questions	24
Submitting the exam for grading	25
MQC SELF-STUDY GUIDE	26

MQC INSTRUCTIONS

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

To access the MQC website, enter the following URL address:

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

From the menu shown on the left side, select **Certifications**:

The screenshot shows the RIBBS website interface. At the top left is the United States Postal Service logo and the text "National Customer Support Center". The main header features the "RIBBS" logo in a stylized red font, with "Intelligent Mail & Address Quality" written below it. A navigation bar at the top right includes links for "Home", "Site Index A-Z", "Site Index by Topic", "Locators/ Lookups", and "Contact Us".

On the left side, there is a vertical menu with the following items: "Intelligent Mail® Services", "Flats Sequencing Strategy", "Address Quality Products", "Certifications", "Move Update", and "Price Calculator". An arrow points to the "Certifications" item.

The main content area features a link for "Classic RIBBS Version" with a red "OR" and a curved arrow pointing to "Try Finding It Here". Below this is the "Intelligent Mail® Barcode" section, which includes a barcode image and the text: "The Intelligent Mail® Barcode (formerly known as the 4-State Customer Barcode) is the next generation of USPS® barcode technology used to sort and track letters and flats." Below this text is a red horizontal line and the text "Mail Service Updates".

On the right side, there are two promotional boxes. The top one is titled "Intelligent Mail® Barcode" and shows a barcode. The bottom one is titled "Flats Sequencing Strategy" and shows a stack of mail flats with the text "Learn more about USPS® strategies and deployment schedules." Below this is a partially visible box titled "What's".

From the expanded menu select MQC:

The screenshot shows the USPS RIBBS website interface. At the top left is the USPS logo and the text "National Customer Support Center". The main header features the "RIBBS" logo with the tagline "Intelligent Mail & Address Quality". A navigation bar includes links for Home, Site Index A-Z, Site Index by Topic, Locators/ Lookups, and Contact Us. On the left is a vertical menu with the following items: Intelligent Mail® Services, Flats Sequencing Strategy, Address Quality Products, Certifications, CASS™ MASS™, eVS, MAC™, MAC Batch™, MQC, PAGE, PAVE™, and ZAP. An arrow points to the "MQC" item. The main content area features a link for "Classic RIBBS Version" with a red arrow pointing to "Try Finding It Here". Below this is the "Intelligent Mail® Barcode" section, which includes a barcode image and the text: "The Intelligent Mail® Barcode (formerly known as the 4-State Customer Barcode) is the next generation of USPS® barcode technology used to sort and track letters and flats." Below this text is a red horizontal line and the heading "Mail Service Updates". On the right side, there are two promotional boxes: one for "Intelligent Mail® Barcode" with a "learn more . . ." link, and another for "Pending Route Adjustment Effective Dates" with a "Updated Weekly" note and an image of hands typing on a keyboard.

Under Important Links, select from the following options:



MQC Specialist List	Provides the Company/Specialist Name, City/State, and Expiration Date
MQC Order Form	Self Study Order form & Ordering Instructions
MQC Documents	MQC Resource Guide, On-line User Guide & Self Study Brochure
MQC Final Exam	A confirmation number will be issued to access the on-line exam
MQC Self-Study Guide	Exam Preparation

MQC SPECIALIST LIST REPORT

Select MQC Specialist List and click OK in the Security Alert box:

The screenshot shows the USPS National Customer Support Center website. At the top, there is a banner for 'RIBBS Intelligent Mail & Address Quality'. Below the banner is a navigation menu with links for Home, Site Index A-Z, Site Index by Topic, Locators/Lookups, and Contact Us. The main content area features a sidebar on the left with links for Intelligent Mail® Services, Flats Sequencing Strategy, Address Quality Products, Certifications, Move Update, and Price Calculator. The main content area is titled 'Mailpiece Quality Control (MQC)' and includes a 'Printable View' link. The 'Mailpiece Design' section describes the MQC program as a certification program for mailpiece design, recently revised for a new millennium. An 'Important Links' box contains links for 'MQC Specialist List' (indicated by an arrow), 'MQC Order Form (PDF/31KB)', 'MQC Documents', 'MQC Final Examination', and 'MQC Self-Study Guide'. To the right, there are three promotional boxes: 'Intelligent Mail® Barcode learn more . . .', 'Flats Sequencing Strategy Learn more about USPS® strategies and deployment schedules.', and 'What's New'.

MQC SPECIALIST LIST REPORT

From the drop down list select the search criteria method of your choice to display the Certified Specialist's Name:

Mailpiece Quality Control

MQC - Certified Specialists 10:28 AM

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

Select Search Criteria:

Company Name
Student Name
Complete List

Select the search criteria then choose a report format, HTML or PDF:

Mailpiece Quality Control

MQC - Certified Specialists 03:55 PM

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

Select Report Format
HTML or PDF?

MQC SPECIALIST LIST REPORT

The format shown below is the HTML version. The list provides the Company Name, Specialist Name and Expiration Date:

Mailpiece Quality Control

Certified Specialists 11:24 AM NETTIE SMITH (Administrator)

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.

-----Company Certifications-----

<u>Company Name</u>	<u>Specialist Name</u>	<u>Expiration Date</u>
1199 NATIONAL BENEFIT FUND NEW YORK, NY	CHRIS J VAFINIS	10/01/2010

MQC ORDER FORM

To access the Order Form, click MQC Order Form found under Important Links, then click Open:

The screenshot shows the USPS National Customer Support Center website. At the top, there is a banner for "RIBBS Intelligent Mail & Address Quality". Below the banner is a navigation menu with links: Home, Site Index A-Z, Site Index by Topic, Locators/ Lookups, and Contact Us. The main content area is titled "Mailpiece Quality Control (MQC)". On the left, there is a vertical menu with links: Intelligent Mail® Services, Flats Sequencing Strategy, Address Quality Products, Certifications, Move Update, and Price Calculator. The main content area has a section titled "Mailpiece Design" with the following text: "The MQC program is the Postal Service's certification program for mailpiece design. Recently revised, the program is all new for a new millennium. The course is designed for individuals responsible for creating mailpieces for entry into the U.S. Postal Service's mailstream." Below this text is a paragraph: "After completing this course, you will better understand the acceptance requirements of the USPS® as they relate to mailpiece design." and another paragraph: "The program incorporates a self-study guide in which you learn at your own pace. When you're ready, send away for the final exam. If you pass, you'll receive a". To the right of the main content area is an "Important Links" box with the following links: [MQC Specialist List](#), [MQC Order Form \(PDF/31KB\)](#), [MQC Documents](#), [MQC Final Examination](#), and [MQC Self-Study Guide](#). An arrow points to the "MQC Order Form (PDF/31KB)" link. Above the "Important Links" box is a "Printable View" link. To the right of the main content area is a box titled "Intelligent Mail® Barcode learn more . . ." with a link to "Intelligent Mail® Barcode". Below this box is another box titled "Intelligent Mail® Barcode" with a link to "Intelligent Mail® Barcode".

MQC ORDER FORM

		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 Piece/Fair documentation to... <input type="checkbox"/> Contact (indicated above) <input type="checkbox"/> Individual(s)	
Ordering Instructions			
Option 1: Administrator's Guide Includes single Administrator's Guide TD-34A.	Quantity	Price	Purchase Amount
	<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/impdesign/misc_docs/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 <input type="checkbox"/> mail or <input type="checkbox"/> email [pdf file] after receipt of order form and payment).	<input type="text"/> X	\$25.00 =	<input type="text"/> \$
Option 5: Final Examination (On-line) Includes on-line final examination only (confirmation number and instructions for exam sent via email after receipt of order form and payment).	<input type="text"/> X	\$12.00 =	<input type="text"/> \$
Total Purchase Amount. For each item, multiply the quantity by the price and enter the result as the purchase amount. Add the purchase amount for each item and enter the total purchase amount here. Then complete the billing information below.			\$ <input type="text"/>
NOTE: NO REFUNDS AVAILABLE.			
Payment Method Make check or money order payable to "United States Postal Service"		Mail® or fax completed order form to:	
<input type="checkbox"/> Check <input type="checkbox"/> Money Order <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover <input type="checkbox"/> Diners Club <input type="checkbox"/> American Express		ACCOUNTS RECEIVABLE NATIONAL CUSTOMER SUPPORT CENTER UNITED STATES POSTAL SERVICE 6050 PRIMACY PKWAY STE 201 MEMPHIS TN 38188-0001 FAX: 901-681-4409 <small>* If paying by check or money order, mail payment and completed order form to the address above.</small>	
Card # <input type="text"/>			
Card expiration date: ____/____ (MM/YY)		Note: To order additional training programs, copy or download this order form from the Postal Service Web site at www.usps.com/forms/allforms.htm . Examinations must be submitted within six months from the date order form is received by NCSC. Generally, the NCSC ships orders within 10-15 days of receipt. Customers needing assistance may call 800-238-3150.	
Authorized Personnel (please print) _____			
Signature _____ <small>The signature above indicates that signer accepts total responsibility governing the use of this card and agrees to comply with the terms of the issue.</small>			
<small>Privacy Notice: For information regarding our Privacy Policy, visit www.usps.gov.</small>			
<small>PS Form 5112, February 2008</small>			

The MQC Order Form is a manual process; orders are not taken over the telephone. The order form should be completed by a company representative or customer and submitted with the payment to the National Customer Support Center, Accounts Receivable Department. Checks should be made payable to the United States Postal Service. Once the payment has been processed, a MQC administrator will issue a confirmation number for each exam ordered. The exam confirmation number(s) will be sent via email to the email address provided on the order form under Customer Information. It is imperative that an email address is provided.

NOTE: The student has **six months and up to 4 attempts from the order date to pass the examination.** After six months the confirmation number expires, after which a new Order Form and payment is required.

Completing the MQC Order Form:

The following sections must be completed 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 (*Make sure the quantity and purchase amount sections are completed for each option selected*)
 - Option 1: Administrator's Guide
 - Option 2: Student Package
NOTE: The Student Guide is available to download free of charge at:
http://pe.usps.gov/mpdesign/misc_docs/mqc.pdf
 - Option 3: Resource Kit - Includes postal templates used in mail piece design, the MQC Resource guide which identifies on-line resources for publications, the USPS glossary, as well as other vital information
 - Option 4: Final Examination (Hardcopy) - Choose a method of receipt/via the mailed or email as a PDF file
 - Option 5: Final Examination (On-line) A confirmation number will be emailed to access the exam on-line

- The acceptable methods of payment are check, money order or credit card. Checks must be made payable to "United States Postal Service"

- Fax the completed order form to the fax number listed on the form, or you may mail the form to the address shown on the lower left side of the order form

MQC DOCUMENTS

Click MQC Documents found under Important Links, then click Open:

The screenshot shows the USPS National Customer Support Center website. At the top, there is a banner for 'RIBBS Intelligent Mail & Address Quality'. Below this is a navigation menu with links for Home, Site Index A-Z, Site Index by Topic, Locators/Lookups, and Contact Us. The main content area is titled 'Mailpiece Quality Control (MQC)' and includes a sidebar with links for Intelligent Mail Services, Flats Sequencing Strategy, Address Quality Products, Certifications, Move Update, and Price Calculator. The main text describes the MQC program as a certification program for mailpiece design, recently revised for a new millennium. It includes an 'Important Links' section with links to 'MQC Specialist List', 'MQC Order Form (PDF/31KB)', 'MQC Documents' (highlighted with an arrow), 'MQC Final Examination', and 'MQC Self-Study Guide'. There are also promotional banners for 'Intelligent Mail Barcode' and 'Flats Sequencing Strategy'.

You will have the option to select MQC Resource Guide, MQC On-line Examination Users Guide or the MQC Self-Study Brochure.



File Name and Description:

• [MQC Resource Guide](#)

URL Links for the Quick Service Guide, DMM, Postal Bulletin, and MailPro

• [MQC On-line Examination Users Guide](#)

• [MQC Self-Study Brochure](#)

Select MQC Resource Guide:

MQC Resource Guide

Below are descriptions and online locations of publications, guides and websites that contain valuable information that will help you. The online versions are the most up-to-date. If you do not have access to a computer, please call the National Customer Support Center at 800-238-3150 for help in obtaining the resources below.

Quick Service Guides (QSG)

The Quick Service Guides provide quick guides to the following:

- Retail Letters, Flats and Parcels
- Discount Letters and Cards
- Discount Flats
- Discount Parcels
- Additional Services
- Basic Standards for All Mailing Services
- Special Standards
- Glossary of Postal Terms and Abbreviations

The Quick Service Guide is available on Postal Explorer at <http://pe.usps.com/text/qsg300/q000.htm>

Domestic Mail Manual (DMM)

The DMM is the Mailing Standards of the United States Postal Service. It contains all official rates and standards governing domestic mailing services and is mostly used by discount mailers and Postal Service employees.

The DMM is available on Postal Explorer at http://pe.usps.com/text/dmm300/dmm300_landing.htm.

Postal Bulletin

Postal Bulletins are the official source of updates to Postal Service policies and procedures. It is published every two weeks.

Postal Bulletins are available on usps.com at <http://www.usps.com/cpim/ftp/bulletin/pb.htm>

Mail Pro

Mail Pro is a free bimonthly publication for mailing professionals. It contains information on current Postal Service programs and services, rates and classification, mailing success stories and industry news. Mail Pro replaced [Mailers Companion](#) and [Memo to Mailers](#) January 2007.

Mail Pro issues are available at <http://www.usps.com/mailpro>.

RIBBS Website

The RIBBS Website contains a wealth of information such as the **MQC Specialist List**, Quick Links, RIBBS Links, USPS Locators & Lookups, USPS Links, Rate Calculators and Classification Initiatives.

RIBBS can be accessed at <http://ribbs.usps.gov/index.html>.

Postal Explorer

Postal Explorer also contains a wealth of information such as the DMM, IMM, **MQC** (under the link Mailpiece Design), Postage Statement Wizard and the list goes on and on.

Postal Explorer can be accessed at <http://pe.usps.gov/>.

If a Postal Explorer CD is needed then contact National Customer Support Center at 1-800-238-3150 and submit your order request and payment, then one will be shipped to you.

USPS Publications

Find publications such as the Publication 25, Designing Letter and Reply Mail; Publication 28, Postal Addressing Standards; Publication 32, Glossary of Postal Terms (see direct link for Pub 32 on next section); and many more.

USPS Publications can be accessed at <http://www.usps.com/publications/pubs/welcome.htm>.

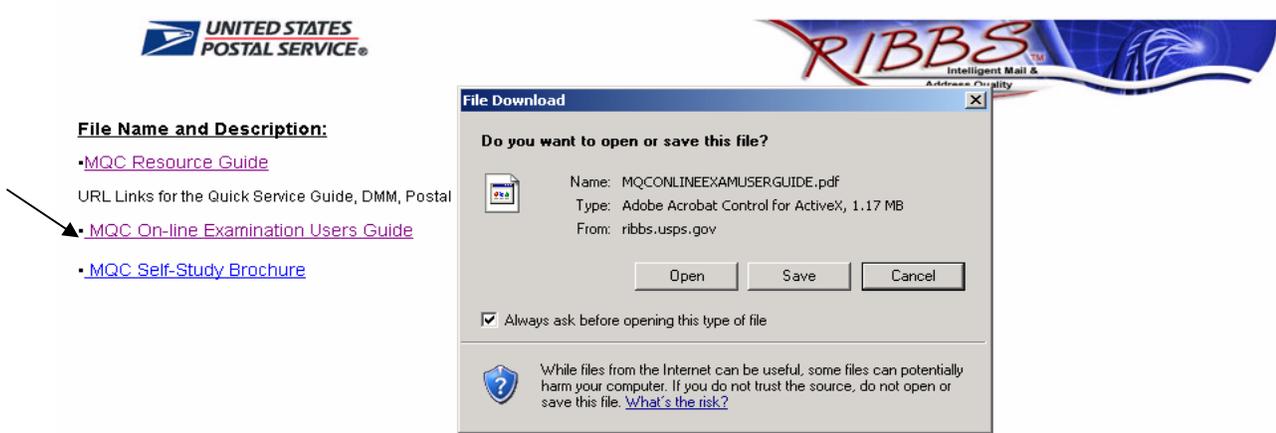
Glossary of Postal Terms – Publication 32

The purpose of this publication is to define the words and phrases that are unique to or have special meanings within the United States Postal Service.

Publication 32 can be accessed directly at: <http://www.usps.com/cpim/ftp/pubs/pub32.pdf>
01/07/2007

To view the MQC User Guide:

Select MQC On-line Examination User Guide then Open:



To view the MQC Self-Study Brochure:

Select MQC Self- Study Brochure then Open:

MQC EXAMINATION

To access the final examination click **MQC final examination** found under **Important Links**, then click **OK**:

The screenshot shows the USPS National Customer Support Center website. At the top, there is a banner for "RIBBS Intelligent Mail & Address Quality". Below the banner is a navigation menu with links: Home, Site Index A-Z, Site Index by Topic, Locators/ Lookups, and Contact Us. On the left side, there is a sidebar with "Intelligent Mail® Services" and other tools like "Flats Sequencing Strategy", "Address Quality Products", "Certifications", "Move Update", and "Price Calculator". The main content area features the heading "Mailpiece Quality Control (MQC)" and a section titled "Mailpiece Design" with descriptive text. To the right of the text is a "Printable View" link. Below the text is an "Important Links" section containing five links: "MQC Specialist List", "MQC Order Form (PDF/31KB)", "MQC Documents", "MQC Final Examination" (highlighted with an arrow), and "MQC Self-Study Guide". On the far right, there are two promotional boxes: one for "Intelligent Mail® Barcode" with the tagline "It's like a GPS for your mail" and another for "Flats" showing a stack of mail.

MQC EXAMINATION

Enter your 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.

REMEMBER: The examination must be completed within six months from the order date and you have up to four attempts to pass the exam. After six months the confirmation number will expire. A new order form request along with the payment must be submitted and a new confirmation number will be issued.

The student is allowed to enter and exit the exam as many times as needed. Remember to save your test answers often.

If the confirmation number entered is incorrect, an error message (Invalid Confirmation Number) will display. When a valid number is entered, the system will verify the number to ensure it has not been assigned to another user. A student entering the exam for the first time must add their information.

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

The screen below reflects the error message when an invalid confirmation number is entered:

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.

When the confirmation number entered is valid, the drop down box will display a list of students already in the MQC System. If the student's 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 [nt](#)

Updating student information:

If the student name does not exist in the drop down box, click “**Add New Student**” the screen shown below will appear. Enter the new student’s information, first name, middle initial, last name, suffix (Jr. Sr. III), phone number with area code, email address, then click “**ADD NEW STUDENT**”

The screenshot shows the 'Mailpiece Quality Control' interface. At the top left is the logo 'Mailpiece Quality Control' in blue and red. To the right, it says 'MQC Final Examination' and the time '03:08 PM'. Below the logo, there is a section titled 'Assign Student Information' with contact information: 'For Help Call: 1-800-331-5746 Ask for MQC Department or email: MQC.NCSC@USPS.GOV' and a link to the 'Privacy Policy'. The main form area is titled 'Enter New Student Record' and contains several input fields: 'First Name' (Kimberly), 'Middle Init' (D), 'Last Name' (Giere), 'Suffix' (empty), 'Phone:' (901-681-4445), and 'Email:' (kimberly.d.giere@usps.go). At the bottom of the form is a button labeled 'ADD NEW STUDENT'.

Error – resetting cookies:

NOTE: If the student gets an error message while trying to add a new student and is unable to access the MQC examination, it may be the Internet Browser Setup. Check to see if the cookies have been enabled. Take the following steps to correct the problem:

1. Open “Internet Explorer”
2. Click “Tools”, and click “Internet Options”
3. Click on the “Privacy” tab, and 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, call 1-800-238-3150 and ask to speak with someone in the MQC Department for assistance.

Taking the exam:

Once a student has successfully logged into the examination, the first page of the exam will reflect 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
To learn how we use the information you provide, please read our [Privacy Policy](#)

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.

Choose the answers by selecting the radio button next to the desired answer. Only one radio button for each question is allowed. **While in the exam DO NOT leave the system idle for more than 20 minutes.** The system will time out, log you out and any work that was not saved will be lost. **Remember to save your answers often.** There are 100 questions.

Saving the exam answers:

If the student does not completed the exam and wishes to finish at a later time, click “**SAVE**”, “**EXIT TEST**”. The screen will display “**Save Your Work? YES NO**, select **YES**.”

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

Save Your Work?

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

Saving and exiting the exam will not count as an attempt or round as long as the Student does not click “**SUBMIT**” **Remember:** When in the exam clicking **SUBMIT** will grade your exam and count as a test round. You are allowed four rounds.

When the student is ready to enter the exam again, re-enter the same confirmation number, 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.

Enter the student's Last Name for verification then click SUBMIT. The system will bring up the exam with the previously saved answers if you saved your work.

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:

Printing out the exam with student’s answers:

If the student want a copy of the exam’s questions and answers (*and their company permits*); the student should choose “EXIT TEST”, save their work, go back into the exam and click “PDF, 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 screen shown below will display the question number(s). Also if there are unanswered questions, the exam will not be graded nor will it count against you as one of the four attempts allowed to pass. Click “**RETURN**” to go back into the examination and answer the unanswered question(s). Once all the question(s) have been answered click “**SUBMIT**” and the system will re-grade the exam.

NOTE: Each time the exam is submitted with all questions answered, that is consider a round. The fourth round is the final round after which the confirmation number expires. If the exam is not passed within the four allowed attempts, a new order form along with the payment must be submitted and sent to NCSC. A new confirmation number will be issued at that time.

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.

Submitting the exam for grading:

Once the examination is submitted for grading and the student pass, the passing score will display as shown in the example below.

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

If the student does not pass the exam with 90% or better, the screen shown below will display. Make a note of the questions missed, re-enter the exam, answer only the questions missed and re-submit the test for grading.

Your MQC Examination Results

Examination Score: 70%

Please print this page or write down these numbers for future reference.

Incorrect answers on the following questions: 48, 51, 54, 56, 58, 59, 64, 67, 68, 70, 71, 73, 74, 79, 80, 83, 84, 86, 87, 88, 89, 91, 92, 93, 94, 95, 97, 98, 99, 100.

RETURN EXIT

To view the Self Study Brochure, Select MQC Self-Study Brochure under Important Links:

The screenshot shows the USPS RIBBS website. The header includes the USPS logo and 'National Customer Support Center'. The main content area is titled 'Mailpiece Quality Control (MQC)'. Under the 'Important Links' section, there are several links: 'MQC Specialist List', 'MQC Order Form (PDF/31KB)', 'MQC Documents', 'MQC Final Examination', and 'MQC Self-Study Guide'. An arrow points to the 'MQC Self-Study Guide' link.

Click Open in the File download box:

The screenshot shows a 'File Download' dialog box. The file name is 'MQC_Brochure.pdf', the type is 'Adobe Acrobat Control for ActiveX, 216 KB', and it is from 'ribbs.usps.gov'. The 'Open' button is highlighted with an arrow. Below the dialog box, there is a list of links under 'File Name and Description:'. An arrow points to the 'MQC Self-Study Brochure' link.

File Name and Description:

- MQC Resource Guide
- MQC On-line Examination Users Guide
- MQC Self-Study Brochure

The Self Study Guide will download:



Mailpiece Quality Control (MQC) Program—Contents

Self-Study Guide Modules, September 2007

INTRODUCTION

CLASSES OF MAIL

PERIODICALS

PROCESSING CATEGORIES

ADDRESSING

USPS BARCODES

AUTOMATION REQUIREMENTS

NONAUTOMATION MAILINGS

POSTAGE PAYMENT METHODS

REPLY AND RETURN MAIL

EXTRA SERVICES

APPENDIX

