

**Auditing Procedures for the Outgoing Correspondence Center (OCC)
for the Energy Program**

The Team is no longer auditing correspondence sent to OCC. The following instructions are in place for historical reference only.

Claims Examiners (CE) and Hearing Representatives who send print jobs to the centralized printing email group while on telework will complete a Daily Log of Print Jobs (see job-aide for Step-by-Step for OCC) for the first six weeks after the office begins using the OCC. At the end of the day the logs will be sent via email to the Outgoing Correspondence Center (OCC) Team at zzOWCP-DEEOIC-Workgroup-Centralized-Printing-ALL@DOL.GOV. On Monday of the following week, a member of the Team will consolidate the logs into one document and sort by the last two digits of the Case ID. The compiled list will be saved using the date range + DailyPrintingLogs, and then emailed to the team. Save as: 6-1-15 to 6-5-15 – DailyPrintingLogs

At the end of each week the contract staff will scan the OCC Transmittal sheets and email them to the OCC Team. These sheets will be separated based on the last two digits of the Case ID# and scanned into four distinct batches: 00-24, 25-49, 50-74, 75-99

Four members of the OCC Team will compare the consolidated Daily Printing Log to the Transmittals to ensure the print jobs were successful and that the number of pages on the transmittal matches the number on the log (we are assuming the number on the transmittal is what was actually mailed because this number is verified by the OCC Team). Next, they will compare the consolidated printing logs to OIS to ensure the document was bronzed within one day or less of the date printed. Lastly, they will compare the consolidated Daily Printing Log to ECS to ensure coding was entered for each document and the dates are correct.

The OCC Team members will send their completed audit results to the team member assigned to consolidate the report and courtesy copy Joleen Smith and Christy Long no later than close of business of Wednesday. The team members will note in the comments section any discrepancies found.

Christy Long will then forward the report results to the applicable District Directors for corrective action, as necessary.

Revisions:

1.0 – 5/26/15 – establishes revision. No other changes.

1.1 – 6/29/15 – clarified who should send daily logs in first line and change the text to apply to emailing documents rather than sending them directly to the printer.

1.2 – 8/4/15 - Changed all reference from Energy Centralized Printing (ECP) to the Outgoing Correspondence Center (OCC) for the Energy Program.

1.3 – 8/31/15 – added statement in first paragraph that employees will send log for the first six weeks after launch

1.4 – 11/9/15 – deactivated this instruction