

Production Control

Quality Assurance

Manager

\* To Dec. 31, 2006



**OPTrust**

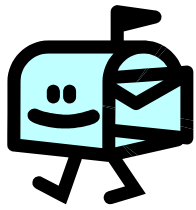
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**Production Control  
&  
Quality Assurance**

**Doing its part for  
OPT's World**

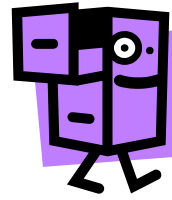




## Mail Processing

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- ❖ Sort Mail
- ❖ Initiate Cases > closing interrupts
- ❖ Photocopy original documents for delivery to case owner
- ❖ Prep Mail for scanning
- ❖ Scan Mail
- ❖ Index Mail
- ❖ Verify Mail and Log it onto Spreadsheet
- ❖ Preparing 4 different packages:
  - Enrolment
  - CPP Integration
  - Immediate Pension
  - Termination
- ❖ Reception
- ❖ Recall
  - Shredding & Off-Site storage
- ❖ Fiche Requests
- ❖ Maintenance of Scanning Machine
- ❖ File
- ❖ Contacting OPB



## Case Processing

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- ❖ Beneficiary Updates
  - Members
  - Pensioners
- ❖ Enrolments
- ❖ Address Changes – Member and Pensioners.
- ❖ Document Incomplete
- ❖ Age 75 Project
- ❖ EFT Rejects
- ❖ Returned Mail – Member & Pensioners
- ❖ Data Entry - i.e. Term dates for non-vested termination



## QA Compliments PC

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- ❖ Processing
  - Data
  - Case Processing
  - Error Reporting
- ❖ 100 Report
- ❖ Batch Stats Report
- ❖ Queue
- ❖ Pro-active Communications
- ❖ Back up for Preparing Packages

