UNITED STATES POSTAL SERVICE

Standard Training Program for Newly Assigned City Letter Carriers

Trainee's Workbook

Course #44502-00
NSN #7610-04-000-7944

November 2001

EMPLOYEE RESOURCE MANAGEMENT
EMPLOYEE DEVELOPMENT

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United States Postal Service
Employee Resource Management
Employee Development
475 L'Enfant Plaza SW
Washington, D.C. 20260-4215

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A COMMITMENT TO DIVERSITY

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive to everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment and harassment on any prohibited basis.

EAS Staff has a professional obligation to provide a safe, discrimination free and sexual harassment free learning environment. Instructors are expected to support this commitment. Class participants are asked to support the goal of zero tolerance of behavior that violates these commitments.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please point that out to the instructor as well.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers and suppliers; to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

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Use of Training Materials

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PREFACE

The Standard Training Program for Newly Assigned City Letter Carriers is a progressive learning experience, divided into three units. In Unit 1, Content and Basics, information is presented in a classroom environment to build a base or core of knowledge from which the learners can develop skills. In Unit 2, Demonstration and Practice, the actual skills are demonstrated by the instructor and then practiced by the learners. Unit 3, Service and Dependability, concentrates on developing the customer relations aspect of this public contact job.

The purpose of this training program is to provide the knowledge, skills, and professional attitude necessary for a new employee to become an effective letter carrier.

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Introduction

Unit 1, Module 1

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INTRODUCTION

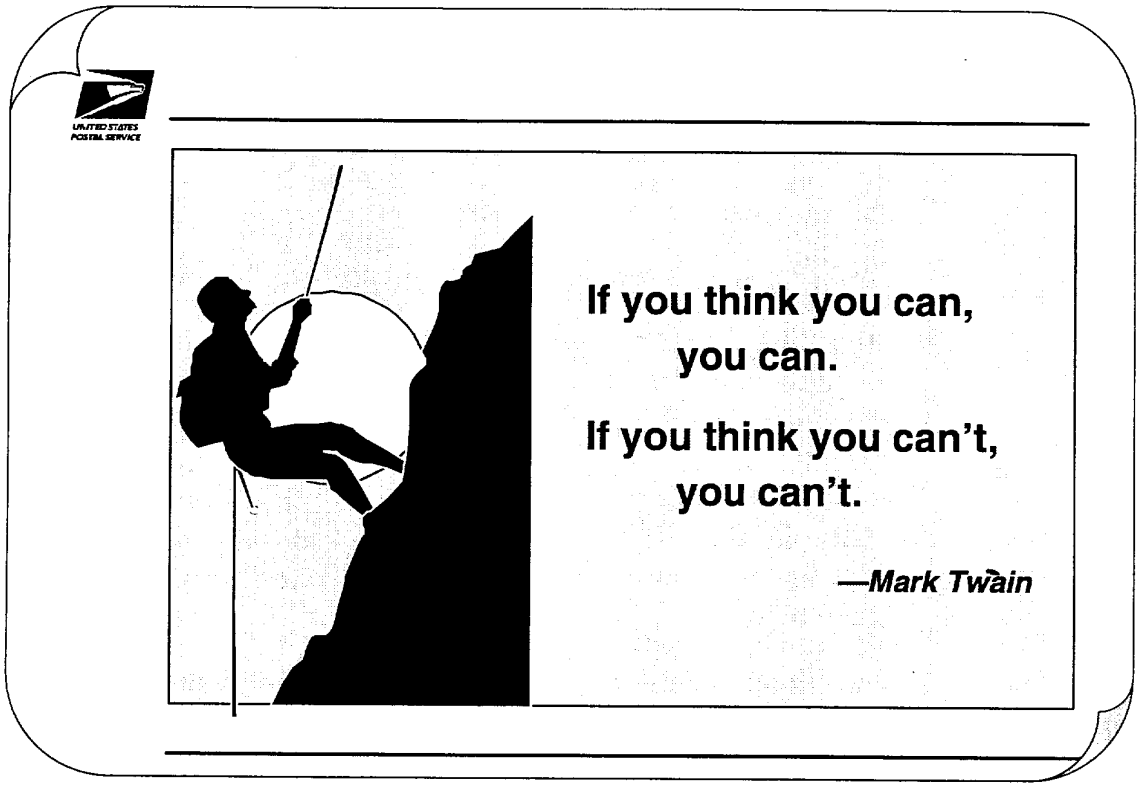

Figure 1

REPORTING

	MON	TUES	WED	THUR	FRI	SAT	SUN
LOCATION ROOM							
TIME							

	MON	TUES	WED	THUR	FRI	SAT	SUN
LOCATION ROOM							
TIME							

DIRECTIONS

Figure 2

Postal Terms, Acronyms and Equipment

Unit 1, Module 2

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POSTAL TERMS & ACRONYMS

EQUIPMENT

EQUIPMENT (CONT.)

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Standard Rules for Carriers

Unit 1, Module 3

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CARRIER DUTIES
EXERCISE 1

OFFICE DUTIES	STREET DUTIES	OTHER DUTIES
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CARRIER DUTIES

EXERCISE 2

HANDBOOK M-41, CITY DELIVERY CARRIERS' DUTIES AND RESPONSIBILITIES

110 RESPONSIBILITIES OF CARRIER

111 SCOPE OF RESPONSIBILITIES

Every carrier is responsible for the items listed under part 112. However, the carrier's responsibilities are not limited to those specific items.

112 GENERAL RESPONSIBILITIES

112.1 Efficient Service

Provide reliable and efficient service. Federal statutes provide penalties for persons who knowingly or willfully obstruct or retard the mail. The statutes do not afford employees immunity from arrest for violations of law.

112.2 Diligence and Promptness

.21 Obey the instructions of your manager.

.22 Report for work promptly as scheduled.

.23 Complete time records to accurately reflect the hours employed each day.

.24 Display a willing attitude and put forth a conscientious effort in developing skills to perform duties assigned.

.25 Be prompt, courteous, and obliging in the performance of duties. Attend quietly and diligently to work and refrain from loud talking and the use of profane language.

.26 Do not report at cases or racks before tour of duty is scheduled to begin or linger about cases or racks after tour has ended.

.27 Do not move mail from place to place on or adjacent to your case. Do not engage in any time wasting practices before placing mail in the proper separation.

.28 Do not loiter or stop to converse unnecessarily on your route.

.29 Return to the delivery unit immediately on completion of assigned street duties and promptly clock in on arrival. A motorized carrier unloads his vehicle and then immediately records returning time.

112.3 Security

.31 Protect all mail, money, and equipment entrusted to your care.

.32 Return all mail, money, and equipment to the post office at the end of the workday.

.33 Do not place mail in your pockets or clothing, lockers or desks, or in parcels, hand grips, lunch containers, or other luggage.

112.4 Safety

Conduct your work in a safe manner so as not to endanger yourself or others (see part 133 for general safety practices and part 812 for vehicle safety practices).

112.5 Neatness and Example

.51 Maintain a neat, clean and generally creditable appearance.

.52 Conduct affairs of personal life in a way that will reflect creditably on both you and the Postal Service.

112.6 Courtesy to Public

.61 Do not engage in controversies with customers or other members of the public when on duty.

.62 When requested, furnish customers with postal and other reasonable information and provide change of address cards and other postal forms.

Classes of Mail

Unit 1, Module 4

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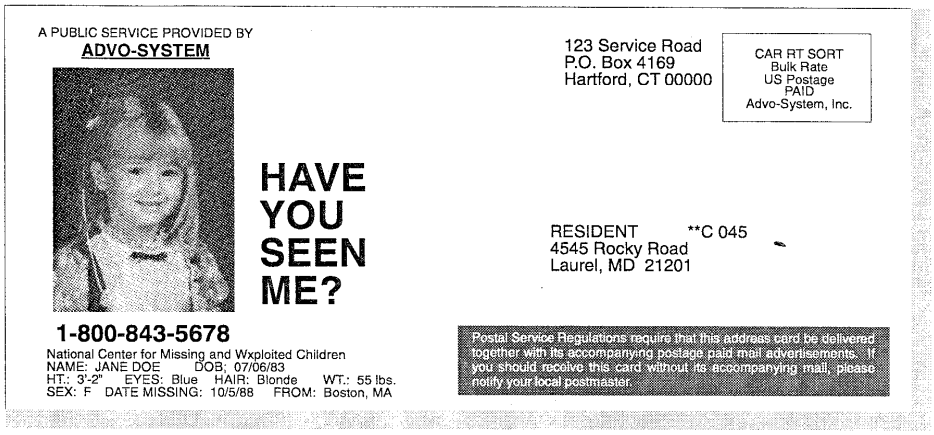
EXERCISE 3 — CLASSES OF MAIL

Identify by writing the correct class of mail next to each number.



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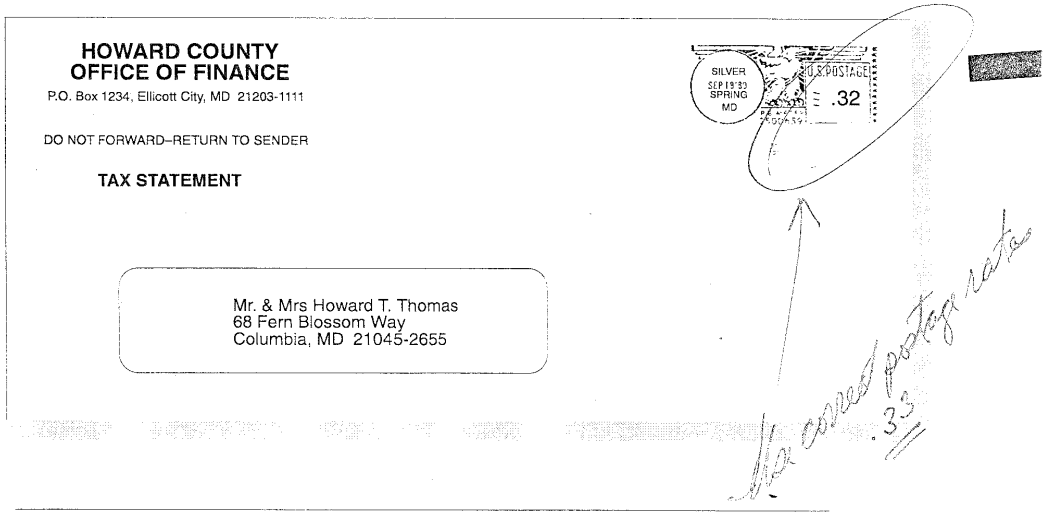

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CLASSES OF MAIL
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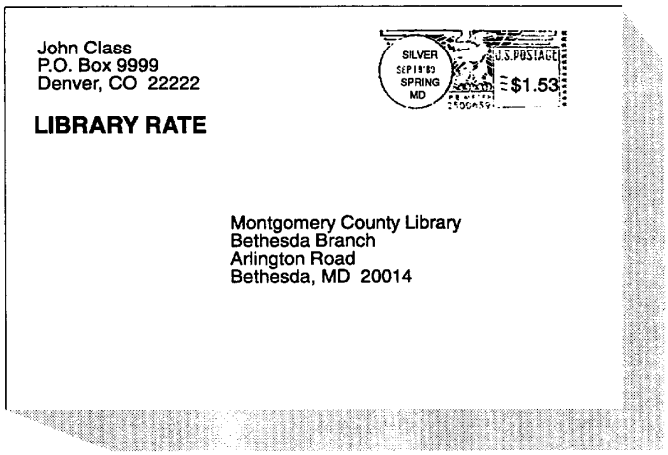

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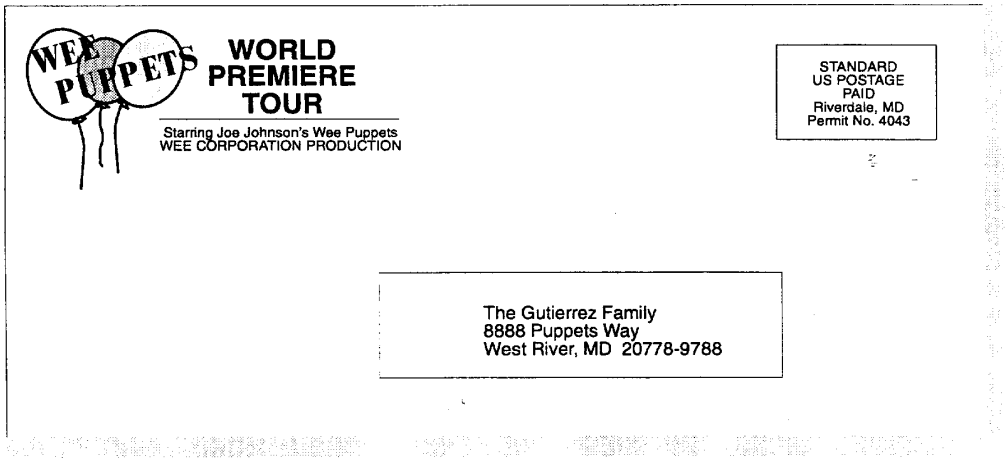

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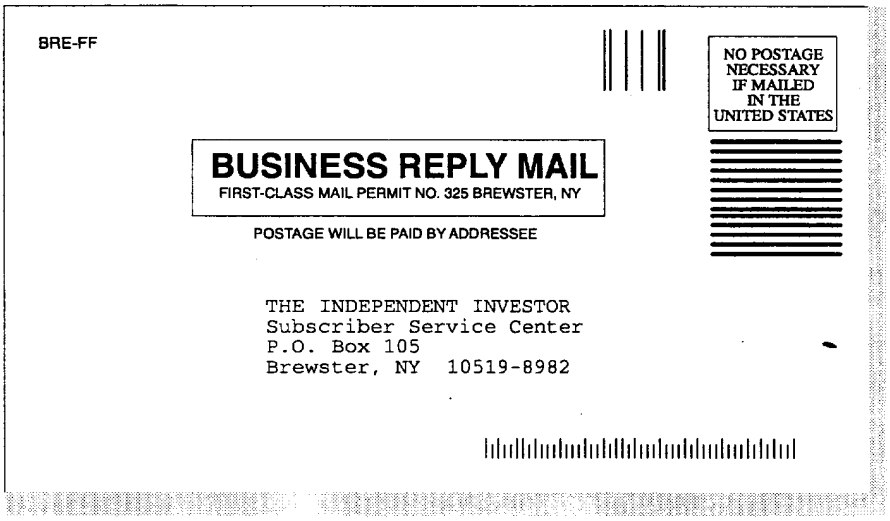
CLASSES OF MAIL (CONTINUED)



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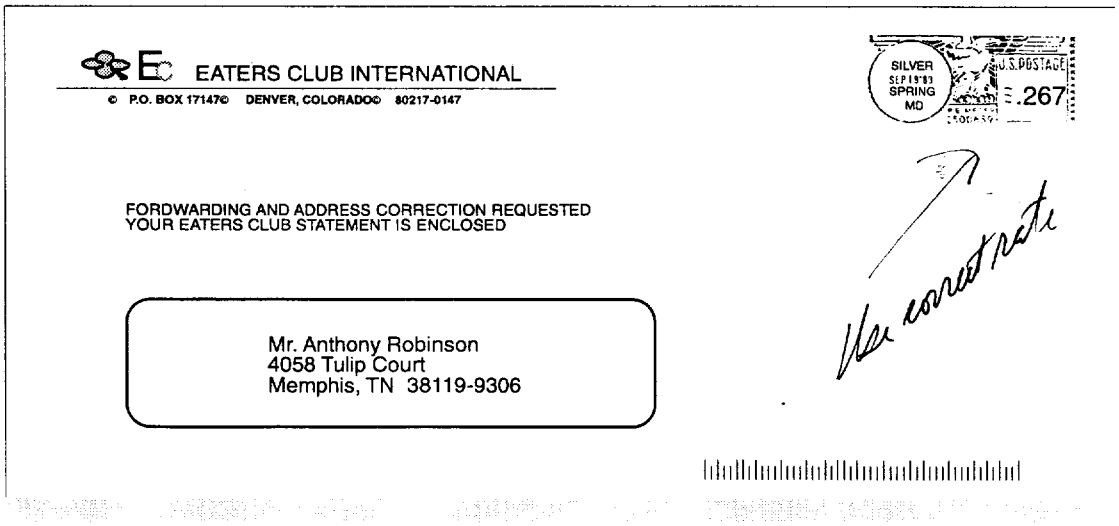

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CLASSES OF MAIL
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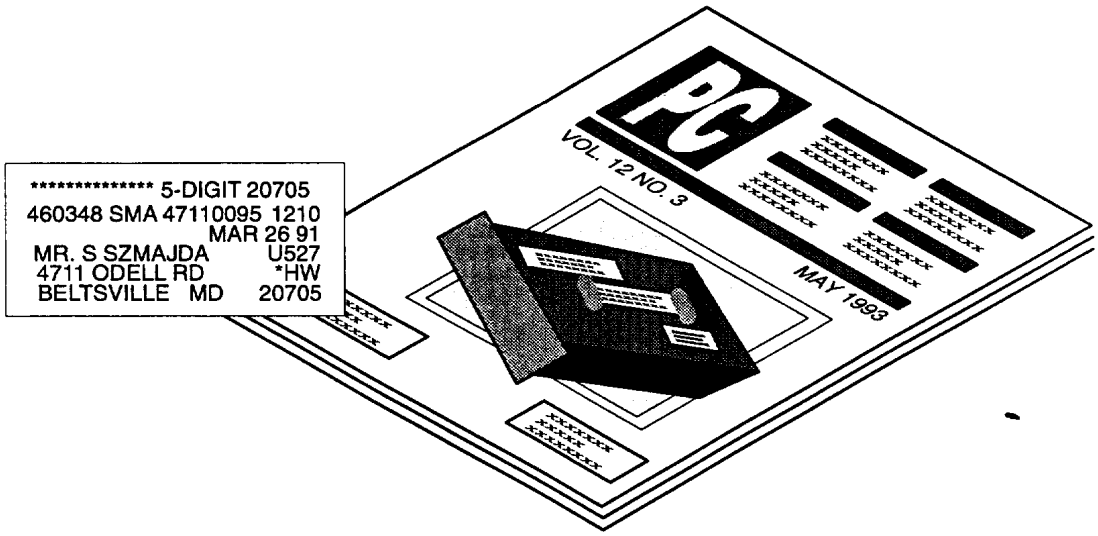

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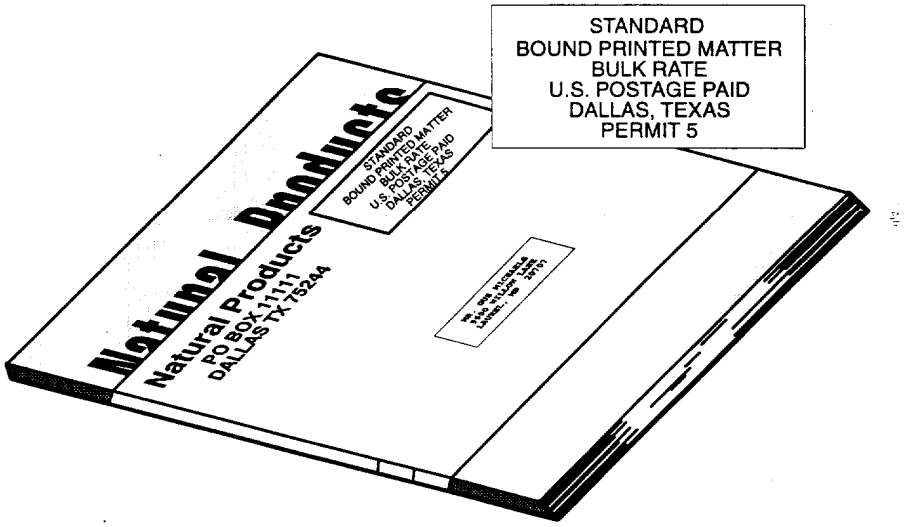

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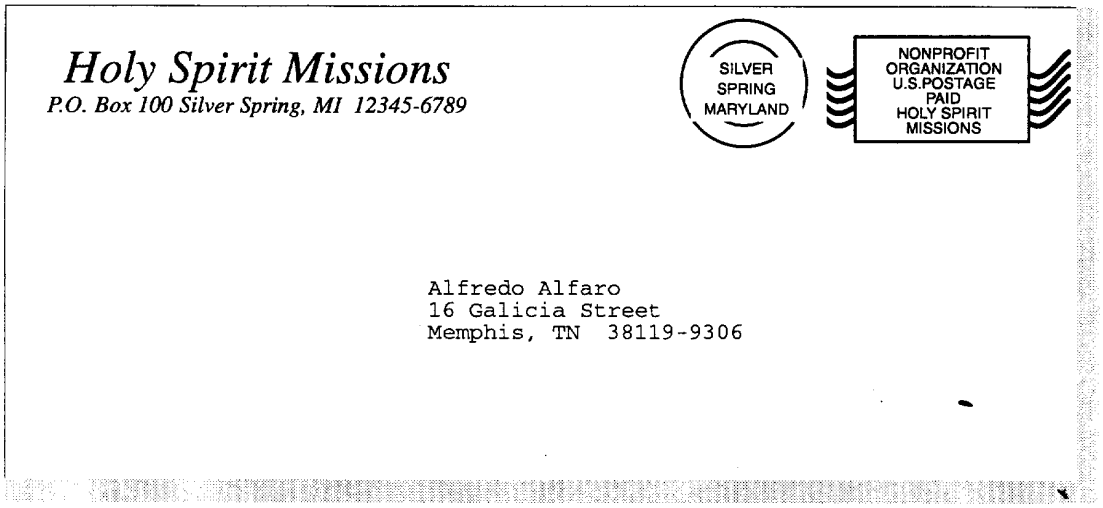
CLASSES OF MAIL (CONTINUED)



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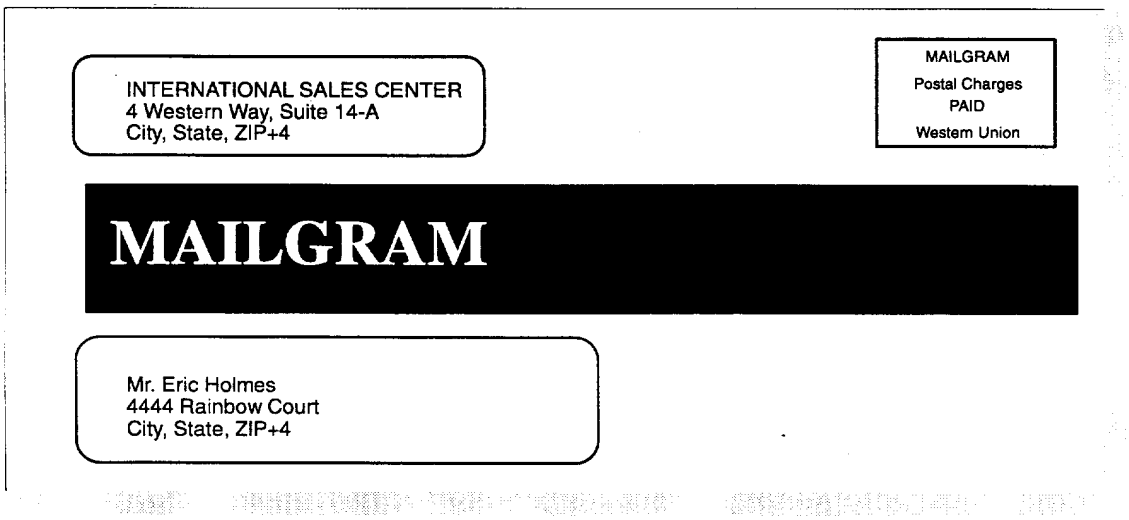

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CLASSES OF MAIL
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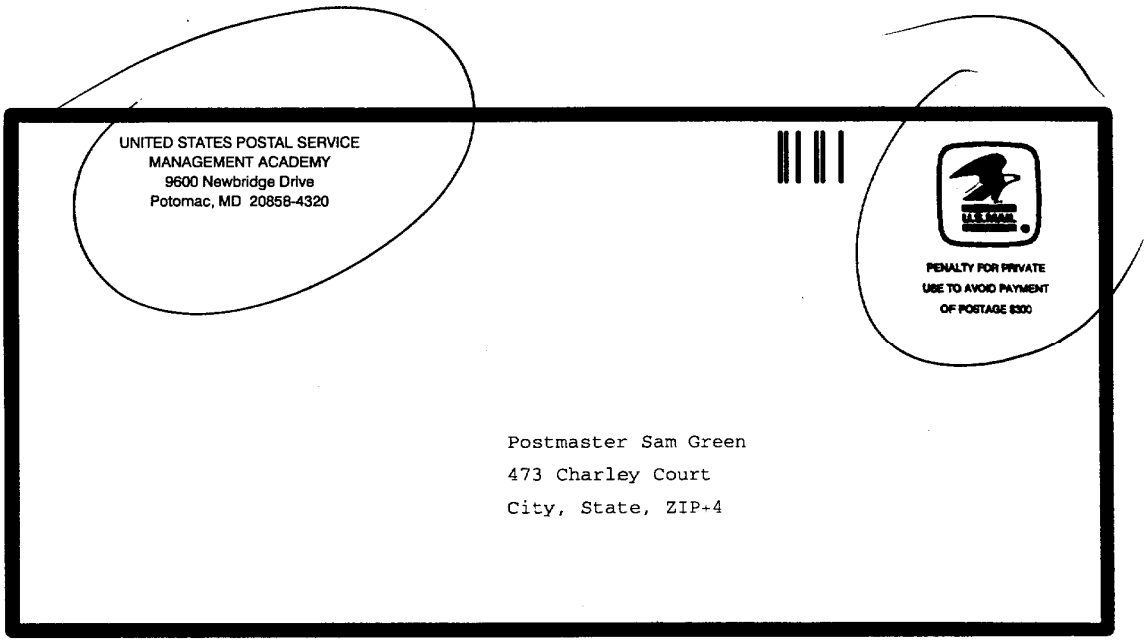

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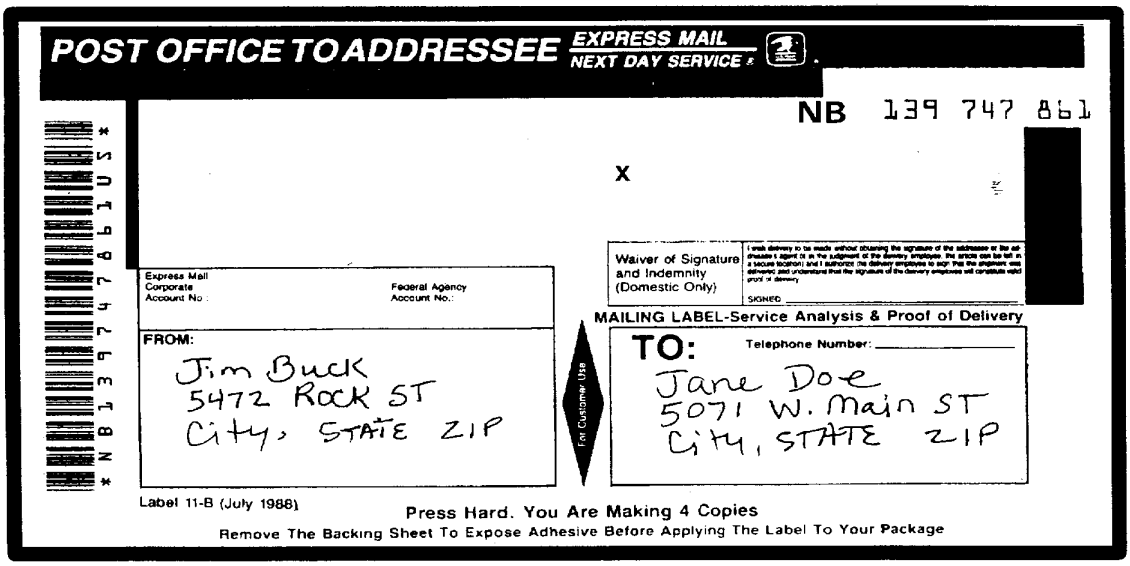

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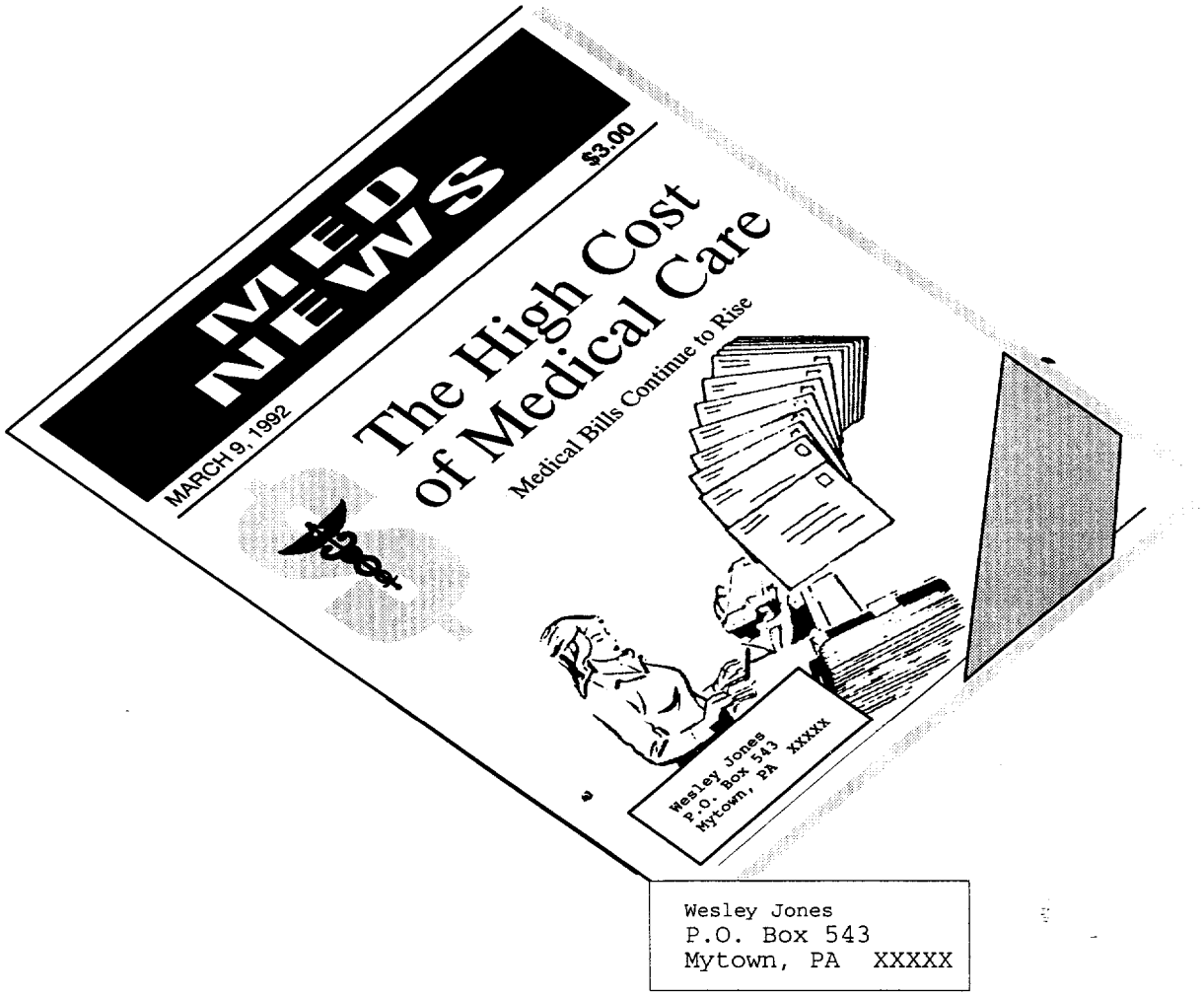
CLASSES OF MAIL (CONTINUED)



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Carrier Forms

Unit 1, Module 5

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FORMS

Form No.	Title
1230-C	Time Card—Other Service
1234	Utility Card
1260	Non-Transacter Card
1564-A	Delivery Instructions
1564-B	Special Orders
1571	Undelivered Mail Report
1639	Carrier's Report of Recurring Missorted Mail
1750	Employee Probationary Period Evaluation Report
1766	Hazard Warning Card
1767	Report of Hazard, Unsafe Condition or Practice
1778	Dog Warning Card
3521	House Numbers and Mail Receptacles Report

Figure 1

FORMS

Form No.	Title
3546	Forwarding Order Change Notice
3575	Change of Address Order
3575-Z	Employee Generated Change of Address
3721	Publication Watch
3982	Changes of Address
3996	Carrier—Auxiliary Control
4314	A Consumer Service Card (Spanish)
4314-C	Consumer Service Card
4565	Vehicle Repair Tag
4570	Vehicle Time Record
4707	Out of Order

Figure 1

Introduction to Accountable Mail

Unit 1, Module 6

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ACCOUNTABLE MAIL FORMS

Form No.	Title
3419	Bureau of Customs
2944	Receipt for Customs Duty Mail
3584	Postage Due Log
3801	Standing Delivery Order
3804	Return Receipt for Merchandise Matter
3811	Domestic Return Receipt
3816	COD Article-Delivery Employee Coupon/Mailing Office Coupon/Mailer's Receipt
3821	Clearance Receipt
3830-A	Registry Dispatch Record
3849	Delivery Notice/Reminder/Receipt
3867	Registered, Express Mail, COD, Certified & Return Receipt for Merchandise Matter Received for Delivery
3877	Firm Mailing Book for Registered, Express Mail, Insured, COD, Certified & Return Receipt for Merchandise Matter Received for Delivery
3883	Firm Delivery Book-Registered, Certified, Numbered Insured Mail
5541	Express Mail Service Pickup Statement
5625	Express Mail Custom Designed Service Receipt

ACCOUNTABLE MAIL—REVIEW

REGISTERED—CERTIFIED

- **Verify article number for register; count pieces for certified.**
- **Sign for item(s) on Form 3867.**
- **Write name, article number, or address on Form 3849.**
- **Case Form 3849 (as marker).**
- **Place article in satchel pouch.**
- **Attempt delivery, complete Form 3849, and obtain signature.**
- **Return and get clearance receipt Form 3821.**
- **No second attempt to deliver is made unless the post office is requested to do so.**

EXPRESS

- **Count item(s), sign Form 3867, and case blank Form 3849.**
- **Attempt delivery (within local time constraints).**
  a. **Obtain signature and fill in time and date on Label 11B.**
  b. **If no response and waiver unsigned, complete and leave Form 3849, place, date, and time attempted—along with signature on Express Mail Label 11B.**
  c. **If waiver block signed, sign as agent, fill in date and time, and deliver article to a secure location.**
- **Return item or original Express Label (11B) for 3821 clearance.**

RETURN RECEIPT—RETURN RECEIPT FOR MERCHANDISE

- **Verify return address on front of Form 3811.**
- **Check for additional services. If box #1 is checked, add address.**
- **If box #2 is checked, deliver to addressee or authorized agent only.**
- **Obtain signature and date.**
- **Return FORM 3804 or Form 3811 for clearance**.

KEYS

- **Obtain keys from accountable clerk.**
- **Secure keys to belt.**
- **Check in keys at end of the day.**
- **If keys are lost, immediately notify supervisor**.

ACCOUNTABLE MAIL—REVIEW (CONT.)

CUSTOMS

- **Sign for item on Form 2949 and postage due on Form 3584.**
- **Case blank Form 3849 (as marker).**
- **Attempt delivery and collect custom duty charges and postage due.**
- **Obtain customer's signature on original Form 3419 and retain.**
- **Sign duplicate Form 3419, customer receipt, and give to customer.**
- **Return funds and original Form 3419 for clearance.**
- **Retain copy of Form 2944.**

COD

- **Sign for item (Form 3867).**
- **Case blank Form 3849 (as marker).**
- **Attempt delivery.**
- **Collect funds:**
  a. **cash plus money order fee, or**
  b. **check payable to the mailer.**
- **Obtain signature on COD tag, Form 3816.**
- **Return funds and COD tag or item for clearance.**
- **Retain copy of Form 3821.**

NUMBERED INSURED

- **Check for damage.**
- **Attempt delivery.**
- **Complete Form 3849 at address. If no response, leave notice, Form 3849.**
- **Return notice left article to designated location, or return completed Form 3849 to the accountable clerk.**
- **No second attempt to deliver is made unless the post office is requested to do so.**

POSTAGE DUE

- **Check number of items and total funds due on Form 3584.**
- **Case blank Form 3849 (as marker).**
- **Attempt delivery.**
- **Complete Form 3849 only if no response.**
- **Return money or item(s) for clearance.**

ACCOUNTABLE MAIL

EXERCISE 4—REGISTERED MAIL

1. Form 3849, Delivery Notice/Reminder/Receipt, is used as:
   a. a marker.
   b. a notice.
   c. a reminder.
   d. a receipt.
   e. all the above.

2. Form 3867, Registered, Express Mail, COD, and Certified, and Return Receipt for Merchandise Matter Received for Delivery, is used to account for:
   a. Express Mail, registered, and certified articles.
   b. COD articles.
   c. return receipt for merchandise.
   d. all the above.

3. On Form 3867 you account for a registered article by:
   a. checking each registered number against the number on the registered article.
   b. counting the number of articles received.
   c. checking the postage.
   d. all the above.

4. Which type(s) of articles should never be found loose with ordinary mail because they are signed for every time they change hands?
   a. certified
   b. insured
   c. registered
   d. all the above

ACCOUNTABLE MAIL

EXERCISE 5—DOMESTIC RETURN RECEIPT

1. Restricted delivery is a service in which delivery is made only to the addressee or his/her agent. Who requests this service?
   a. Postal Service
   b. mailer
   c. addressee
   d. all the above

2. Form 3811, Domestic Return Receipt*:*
   a. shows the article number to which it is attached.
   b. is signed by addressee or agent.
   c. provides sender with a record of delivery.
   d. is dated by carrier.
   e. all the above.

3. On Form 3811, Domestic Return Receipt, always check:
   a. if addressee's address is to be filled in.
   b. if delivery is restricted to addressee or authorized agent.
   c. if sender completed his/her address properly on the reverse side.
   d. all the above.

ACCOUNTABLE MAIL

EXERCISE 6—RETURN RECEIPT FOR MERCHANDISE

1. Form 3804, Return Receipt For Merchandise, is used
   a. to return unwanted merchandise.
   b. when ordering from a mail order catalog.
   c. to obtain a record of delivery at the office of address.
   d. when carriers pick up collection mail from customers.

2. When accepting return receipt for merchandise articles for delivery and before signing, you must verify:
   a. article numbers.
   b. delivery address on your route.
   c. number of articles received.
   d. all of the above.
   e. b and c only.

3. Return receipt for merchandise service is available for merchandise sent by which classes of mail and services?
   a. priority mail
   b. standard mail
   c. parcel post
   d. package services
   e. all of the above

ACCOUNTABLE MAIL

EXERCISE 7—CERTIFIED MAIL

1. Certified mail is handled in transit the same as First-Class Mail.

   True False

2. On Form 3867, Registered, Express, COD, Certified, and Return Receipt for Merchandise Matter Received for Delivery, you should account for certified mail by:

   a. checking the number on Form 3867 against the number on the article.
   b. counting the number of articles received.
   c. checking the postage.
   d. all the above.

3. If Form 3811, Domestic Return Receipt, is attached, the addressee or agent must sign which two forms?

   a. 3867 and 3811
   b. 3811 and 3849
   c. 3811 and 2601
   d. all the above

4. Certified Mail must be accounted for by a finance clerk prior to receipt and delivery.

   True False

ACCOUNTABLE MAIL

INSURED MAIL

$50 OR LESS

- not numbered
- treated as ordinary mail

MORE THAN $50

- numbered
- treated as accountable mail

EXERCISE 8—INSURED MAIL

1. You sign for insured parcels on Form 3867, Registered, Express, COD, Certified, and Return Receipt for Merchandise, Matter Received for Delivery.

   True False

2. As with other accountable mail, the addressee signature is obtained for numbered insured mail on Form:

   a. 3849
   b. 3867
   c. 2601
   d. b and c

3. The addressee's signature must be obtained prior to delivery of an unnumbered insured article.

   True False

ACCOUNTABLE MAIL

EXERCISE 9—COD MAIL

1. COD means:
   a. cash on delivery.
   b. collect on delivery.
   c. check on delivery.
   d. courtesy on delivery.

2. What needs to be collected for a COD package paid for with cash?
   a. amount of COD charges
   b. money order fee
   c. holding fee
   d. a and b only

3. The customer signs what form that you detach from the package?
   a. Form 3816, COD Article (tag)
   b. Form 3801, Standing Delivery Order
   c. Form 3575, Change of Address Card
   d. Form 4570, Vehicle Time Record

4. If there is no response to the attempted delivery, what notice is left to inform the customer of the COD delivery attempt?
   a. Form 3811, Domestic Return Receipt
   b. Form 3849, Delivery Notice/Reminder/Receipt
   c. Form 3816, COD Article (tag)
   d. Form 3996, Carrier--Auxiliary Control

5. If paid by check, who is the check made out to?
   a. U.S. Postal Service
   b. postmaster
   c. the mailer
   d. the letter carrier

ACCOUNTABLE MAIL

EXERCISE 10—POSTAGE DUE

1. Postage due is any class of mail without:
   a. legible writing.
   b. sufficient postage.
   c. ZIP Codes.
   d. an address.

2. If an addressee does not respond to delivery attempt, what form is left in the mail receptacle.
   a. Form 3811, Domestic Return Receipt
   b. Form 3849, Delivery Notice/Reminder/Receipt
   c. Form 3816, COD Article (tag)
   d. Form 4570, Vehicle Time Record

3. Postage due mail must be recorded on the Postage Due Log by a finance clerk before the carrier collects the amount due.

   True False

4. Customers may mail letters postage due simply by not applying postage.

   True False

ACCOUNTABLE MAIL

EXERCISE 11—CUSTOMS DUTY

1. Custom Duty mail originates outside the U.S. and may be assessed:
   a. duty.
   b. postage.
   c. fines.
   d. none of the above

2. When Delivering Custom Duty Mail, collect the:
   a. amount of duty shown on mail entry Form 3419.
   b. clearance and delivery fee.
   c. a and b.
   d. none of the above.

3. When delivering Customs Duty Mail, have the addressee sign Form:
   a. 3419, Customs Form, Mail Entry.
   b. 2944, Receipt for Customs Duty Mail.
   c. 3867, Registered, Express Mail, COD, Certified, and Return Receipt for Merchandise Matter Received for Delivery.
   d. all the above

4. If Customs Duty Mail cannot be delivered because of no response, what form is completed and left as a notice?
   a. Form 3811, Domestic Return Receipt
   b. Form 3849, Delivery Notice/Reminder/Receipt
   c. Form 3816, COD Article (tag)
   d. Form 4570, Vehicle Time Card

5. You will sign for Customs Duty Mail on what Form?
   a. Form 3419, Mail Entry Customs Form
   b. Form 3867, Registered, Express Mail, COD, Certified, and Return Receipt for Merchandise Matter Received for Delivery
   c. Form 2944, Receipt for Customs Duty Mail
   d. Form 3849, Delivery Notice/Reminder/Receipt

ACCOUNTABLE MAIL

EXERCISE 12—EXPRESS MAIL

1. What is Express Mail?
   a. US Postal Service overnight mail.
   b. goes on express train.
   c. expressly for addressee.
   d. all the above.

2. You will sign for Express Mail as an accountable item on what form?
   a. Form 3811, Domestic Return Receipt
   b. Form 3849, Delivery Notice/Reminder/Receipt
   c. Form 3867, Registered, Express Mail, COD, and Certified Matter Received for Delivery
   d. Form 3821, Clearance Receipt

3. When delivering Express Mail, obtain the addressee signature, write date and time delivered (with am or pm), then tear off label and:
   a. return label to accountable clerk for clearance.
   b. hold for 5 days.
   c. keep for personal records.
   d. none of the above.

4. If the Express Mail article cannot be delivered and the waiver block is not signed, you complete the “Delivery was attempted” block on the Express Mail Form with date, time and signature and leave Form:
   a. 4570, Vehicle Time Record.
   b. 3811, Domestic Return Receipt.
   c. 3867, Registered, Express Mail, COD, and Certified Matter Received for Delivery.
   d. 3849, Delivery Notice/Reminder/Receipt

ZIP+4, DPS, and Automation

Unit 1, Module 7

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ZIP CODES

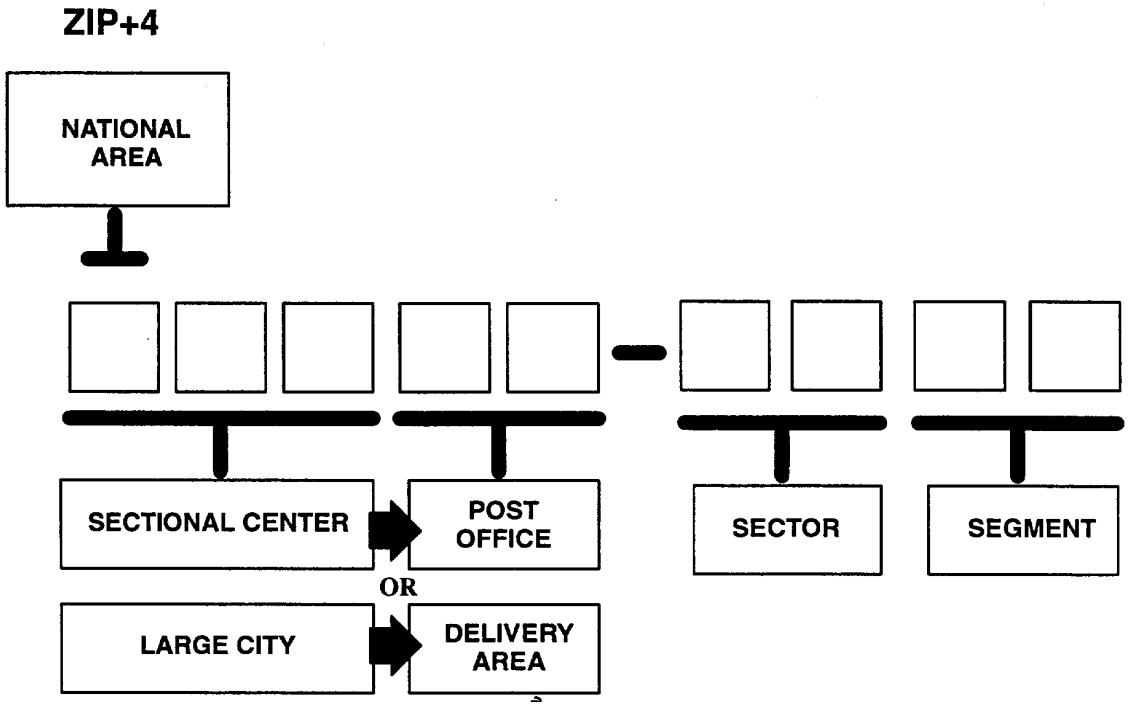

Figure 1

ZIP CODES

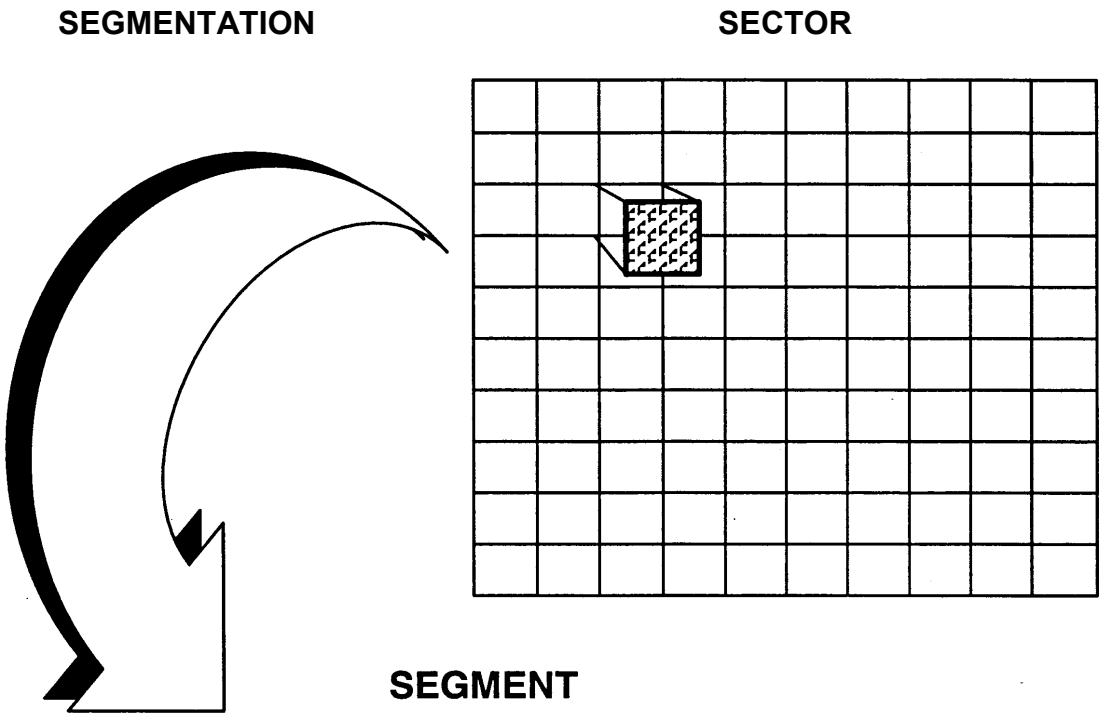

Figure 2

Safety

Unit 1, Module 8

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SAFETY

DEFENSIVE DRIVERS SEPARATE

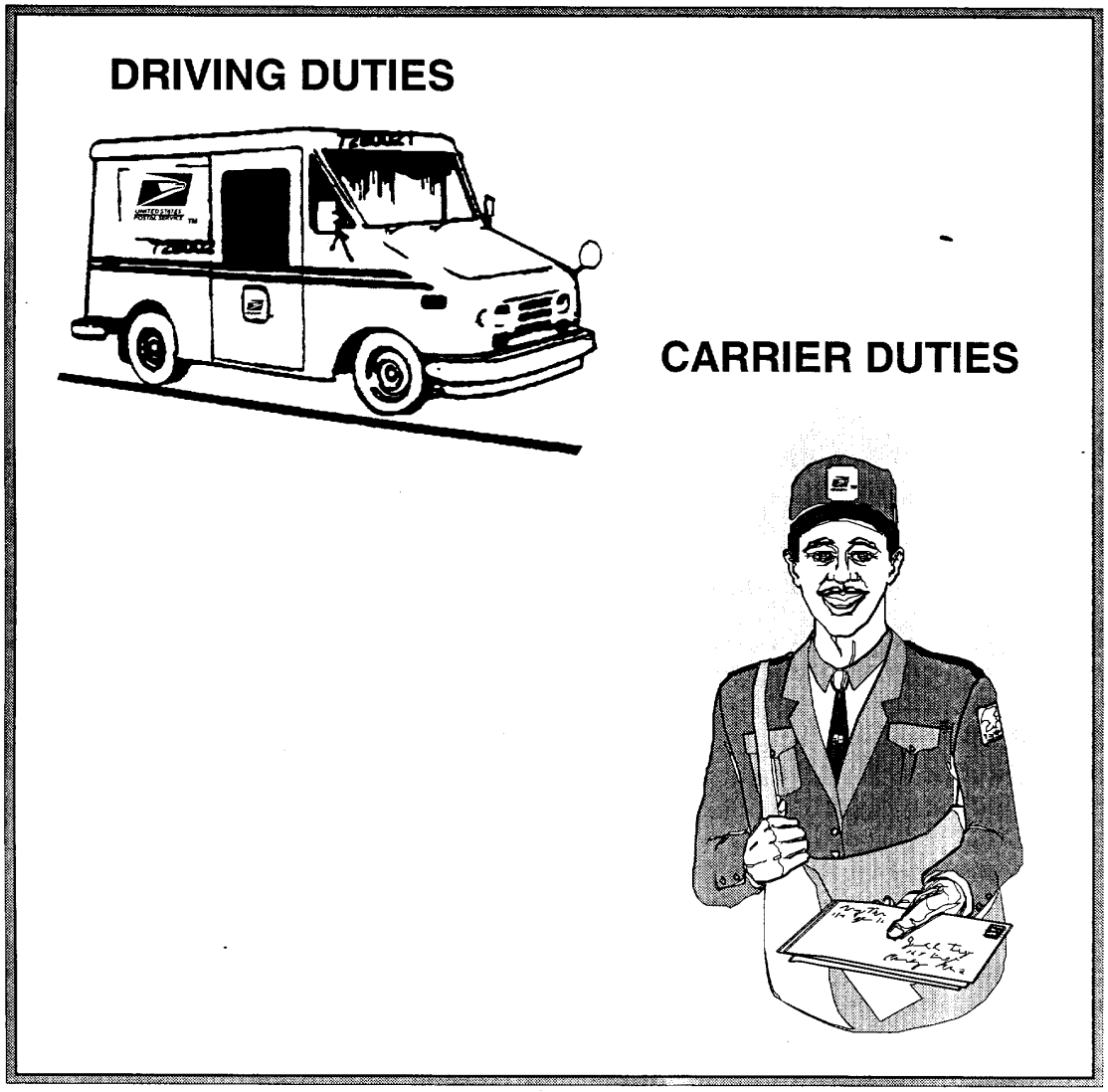


Figure 1

SAFETY

LIFTING

- **Inspect the ground for anything which might cause you to stumble or trip.**
- **Size up the load.**
- **Position your feet so that one is alongside the parcel and the other is just behind the parcel.**
- **Grasp the parcel near the top of the far corner and at the opposite bottom corner, using your full palm. Do not grasp the parcel with the tips of your fingers.**
- **Keep the parcel close to your body.**
- **Keep your back straight.**
- **Keep your head straight.**
- **Lift smoothly in one motion, straight up.**
- **Push with your legs, not with your back.**
- **If you have to turn, use your feet to pivot. Never twist your back while carrying a load.**
- **Never try to recover a dropping parcel.**
- **If you cannot lift it safely, get help.**

Figure 2

SAFETY

SLIPPING / FALLING

WHAT MIGHT CAUSE A LETTER CARRIER TO FALL ?

_____ _____

_____ _____

_____ _____

_____ _____

HOW CAN YOU REDUCE SEVERITY OF FALL?

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

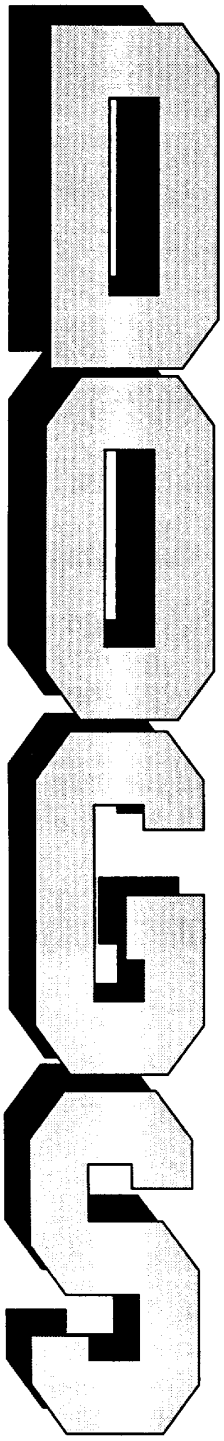
_____

_____

_____

Figure 3

SAFETY



1. Observe the area.
2. Size up the situation.
3. Avoid signs of fear.
4. Don't startle the dog.
5. Never assume the dog won't bite.
6. Keep your eyes on the dog.
7. Make friends (do not pet).
8. Stand your ground.
9. Hold the satchel between the dog and you.
10. Use repellent as a last resort.

NEVER TURN & RUN

Figure 4

Time Recording

Unit 2, Module 9

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TIME RECORDING

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Learning the Case/ Delivery Patterns

Unit 2, Module 10

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DELIVERY PATTERNS

U-Shaped or Loop Pattern

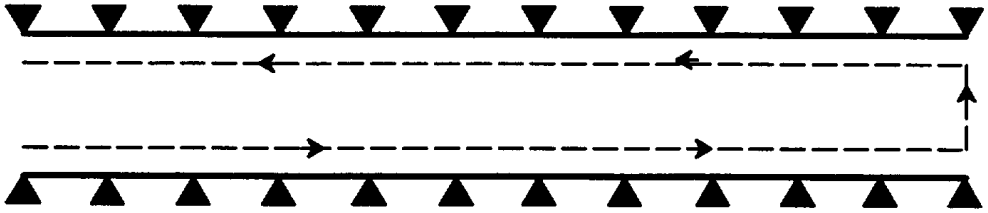

Figure 1

Park and Loop Pattern

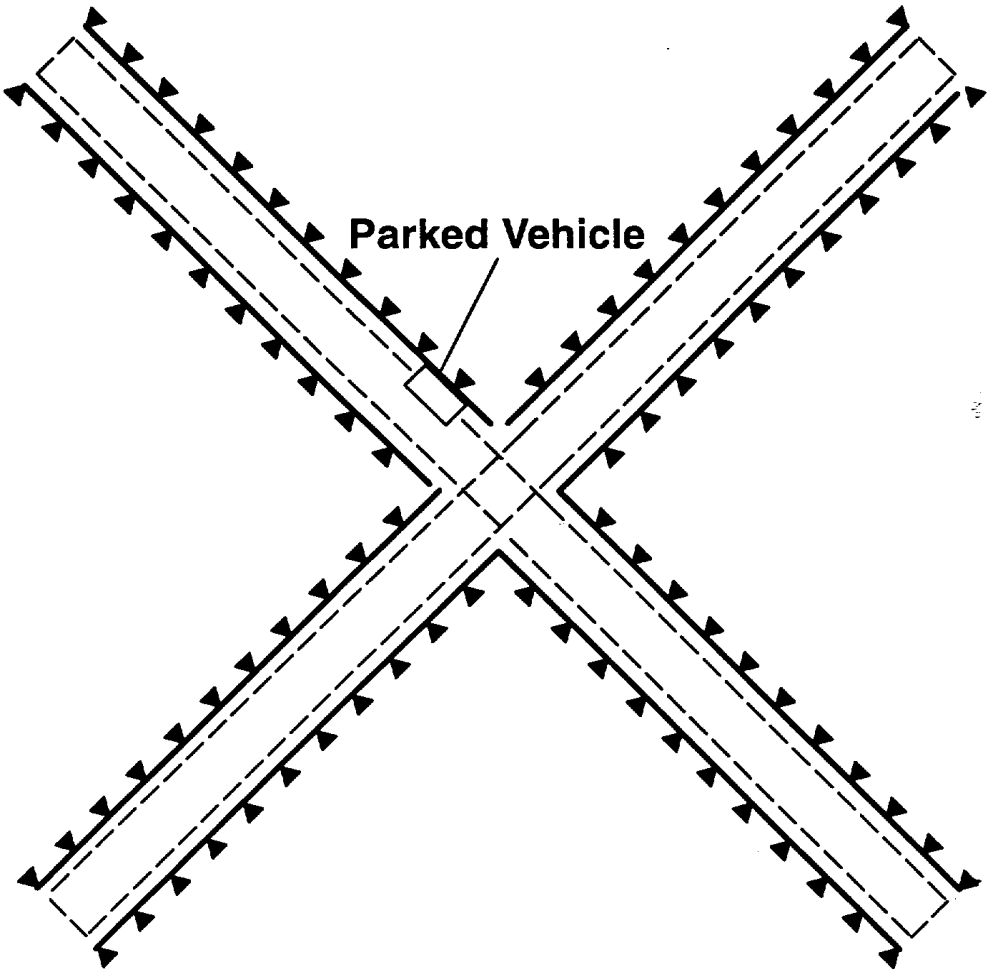

Figure 2

DELIVERY PATTERNS (CONT.)

Criss-Cross or Zigzag Pattern

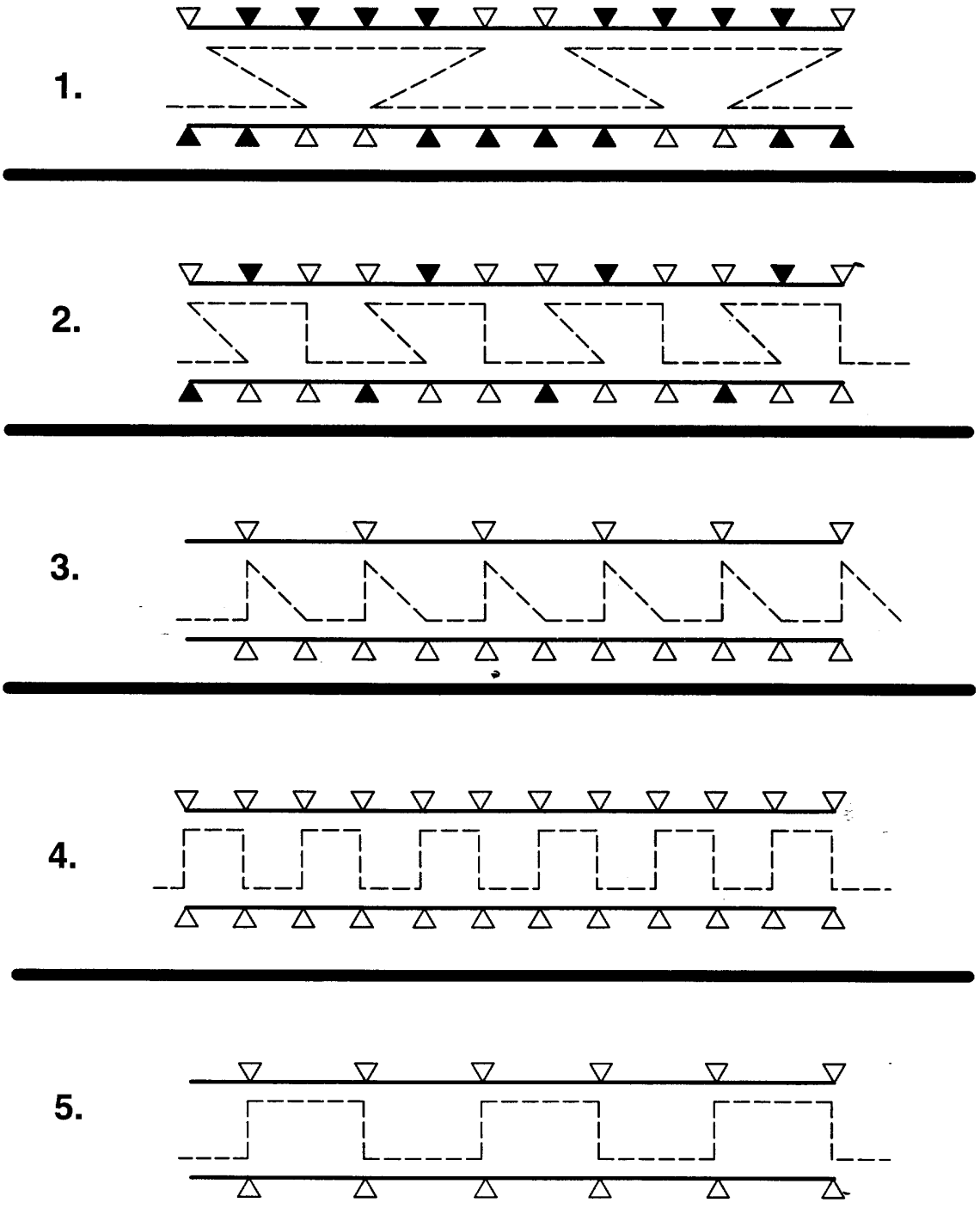

Figure 3

DELIVERY PATTERNS (CONT.)

One Side Only Pattern

Figure 4

Centralized Delivery

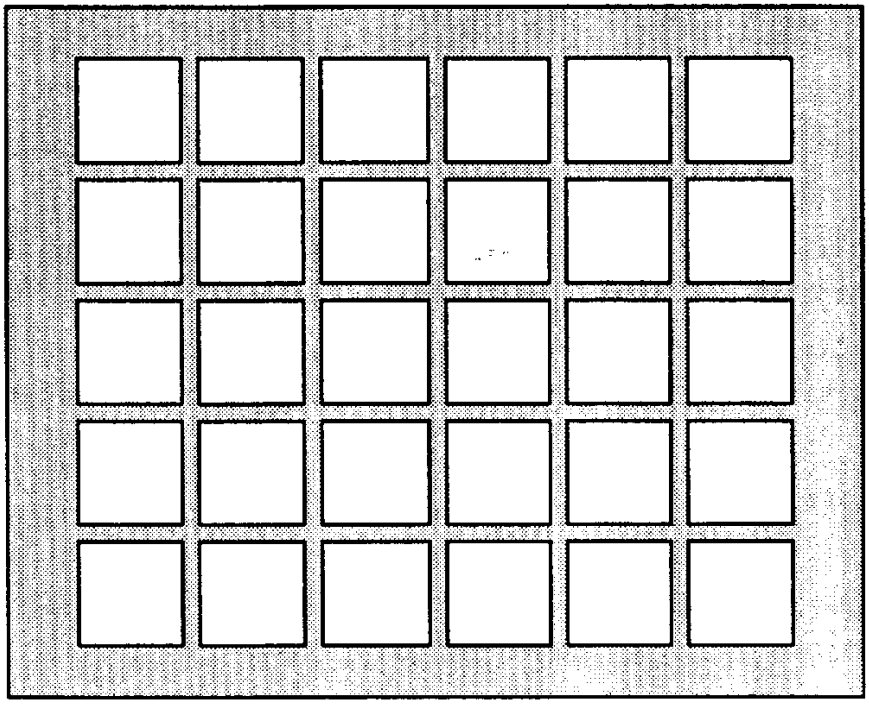

Figure 5

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Hands-On Casing

Unit 2, Module 11

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HANDS-ON CASING

COLOR CODES

COLOR CODE	DAY COMMITTED FOR DELIVERY
PINK	SATURDAY
BLUE	MONDAY
ORANGE	TUESDAY
GREEN	WEDNESDAY
PURPLE	THURSDAY
YELLOW	FRIDAY

Figure 1

Obtaining Accountable Items

Unit 2, Module 12

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OBTAINING ACCOUNTABLE ITEMS

ACCOUNTABLE ITEMS

- **keys**
- **postage due**
- **customs duty**
- **registered**
- **certified**
- **numbered insured**
- **COD**
- **return receipt for merchandise**
- **Express Mail**
- **Handheld Scanner or Mobile Data Collection Device**

Figure 1

Other Office Duties

Unit 2, Module 13

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OTHER OFFICE DUTIES

THROWBACK CASE
Notes:

DISTRIBUTION CASE
Notes:

FORM 3996, CARRIER—AUXILIARY CONTROL
Notes:

FORM 1571, UNDELIVERED MAIL REPORT
Notes:

Figure 1

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UAA Mail

Unit 2, Module 14

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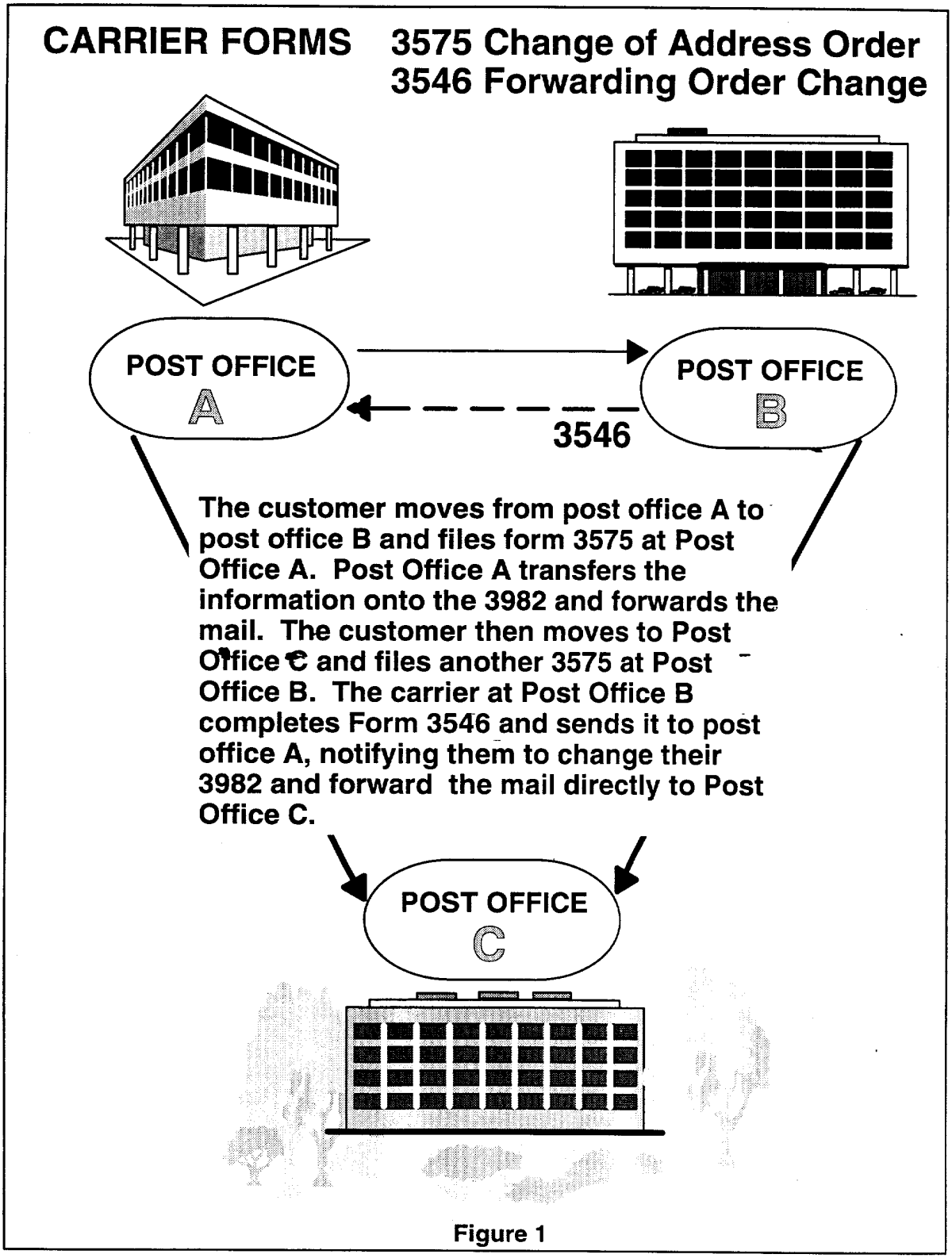
CARRIER FORMS
3575 Change of Address Order
3546 Forwarding Order Change
POST OFFICE
A
POST OFFICE
B
3546
The customer moves from post office A to post office B and files form 3575 at Post Office A. Post Office A transfers the information onto the 3982 and forwards the mail. The customer then moves to Post Office C and files another 3575 at Post Office B. The carrier at Post Office B completes Form 3546 and sends it to post office A, notifying them to change their 3982 and forward the mail directly to Post Office C.
POST OFFICE
C

Figure 1

Ancillary Endorsements

Address Service Requested:

- **Forwarding and return. New address notifications provided.**
- **If forwarded, a separate change of address notification is provided.**
- **If returned, new address or reason for nondelivery is provided.**

Forwarding Service Requested:

- **Forwarding and return. New address notification provided only for return.**
- **If forwarded, a separate change of address notification is not provided.**
- **If returned, new address or reason for nondelivery is provided.**

Return Service Requested:

- **No forwarding, only return. New address notification provided.**
- **If undeliverable–as–addressed, returned to the sender with new address information or reason for nondelivery provided. Separate change of address notification is not provided.**

Change Service Requested:

- **No forwarding or return. New address notification provided.**
- **A separate change of address notification with new address information or reason for non–delivery provided and address correction fee charged.**
- **Mailpiece is properly disposed of as waste.**

FUNDAMENTAL ORGANIZATIONAL PURPOSE

The Postal Service's

fundamental

organizational purpose

is to

deliver all mail,

regardless of class,

when the

customer's correct address

is known,

unless the mailpiece specifies

other delivery instructions.

Figure 3

ENDORSEMENTS FOR UNDELIVERABLE-AS-ADDRESSED MAIL (UAA)

ATTEMPTED, NOT KNOWN (ANK)
Notes:

DECEASED
Notes:

FORWARDING ORDER EXPIRED (FOE)
Notes:

INSUFFICIENT ADDRESS (IA)
Notes:

NO MAIL RECEPTACLE (NMR)
Notes:

NO SUCH NUMBER (NSN)
Notes:

REFUSED
Notes:

TEMPORARILY AWAY
Notes:

VACANT (V)
Notes:

Figure 4

OTHER UNDELIVERABLE-AS-ADDRESSED MAIL

- **Mail without postage**
- **Damaged mail**
- **Local knowledge**
- **Single piece, standard mail rate**
- **UBBM - OUBBM**
- **Hold**
- **Box**
- **Caller service**

Figure 5

READING THE CFS LABEL

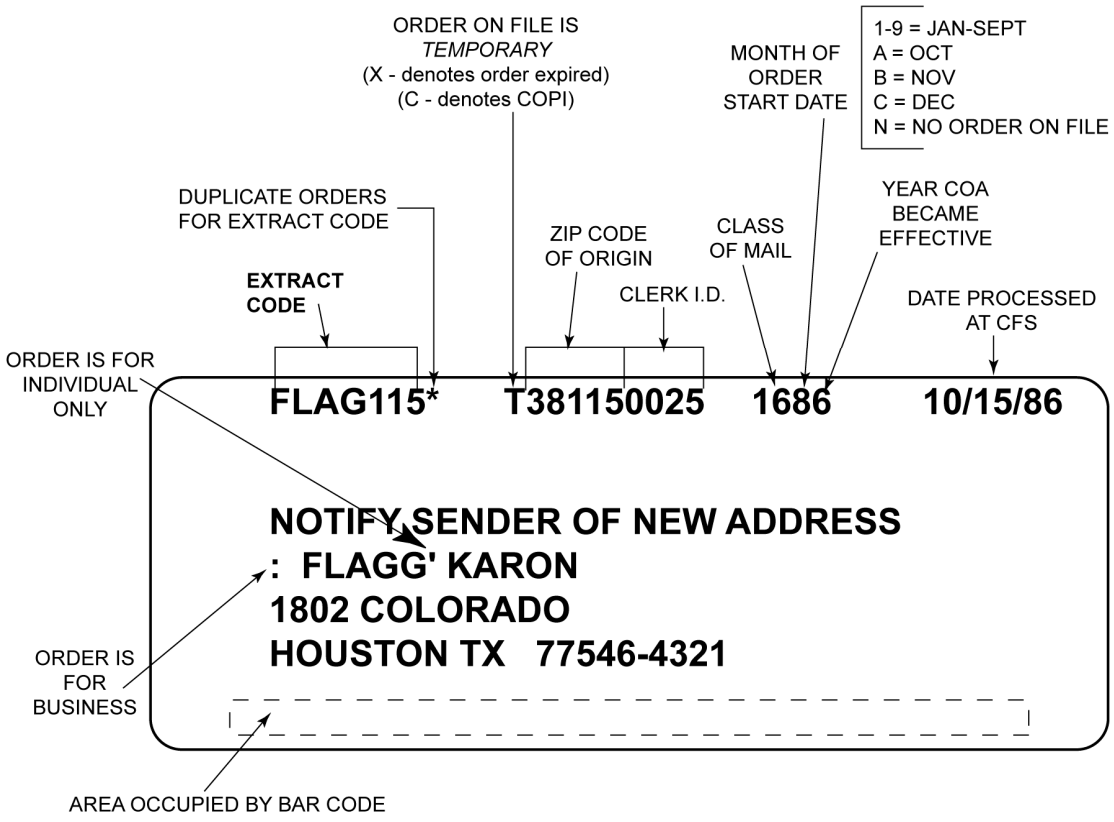

Figure 6

Pulling Down the Case

Unit 2, Module 15

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PULLDOWN

PULL DOWN PROCEDURES

- **Foot Routes—Begin pulldown with relay 2 through the last relay. Sack and label relays as you go, then pull down relay 1 and put it in your satchel.**

- **Park and Loop Routes—Begin pulling down by relay and place in tray. Pull down the first relay last and put it in your satchel.**

- **Curbline Routes—Begin pulldown at the very first delivery and put directly into trays in order of delivery. Any excess that won't fill a tray may then be strapped separately.**

Figure 1

Leaving the Office

Unit 2, Module 16

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FORMS TO BE CARRIED ON THE ROUTE

- **FORM 3575, CHANGE OF ADDRESS ORDER**
- **FORM 4314-C, CONSUMER SERVICE CARD**
- **FORM 3849, DELIVERY NOTICE/REMINDER/RECEIPT**
- **EXPRESS MAIL LABELS AND SUPPLIES**
- **FORM 3521, HOUSE NUMBERS AND MAIL RECEPTABLES REPORT**

Figure 1

LEAVING THE OFFICE

Mechanics—Delivery Mail

Unit 2, Module 17

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FINGERING MAIL WHILE SERVING THE ROUTE

Fingering the mail is defined as "separating mail and verifying the address a final time before delivery." Carriers may finger mail at all times during delivery except:

. . . while driving,

. . . when walking up or down stairs or steps,

. . . while stepping to or from curbs,

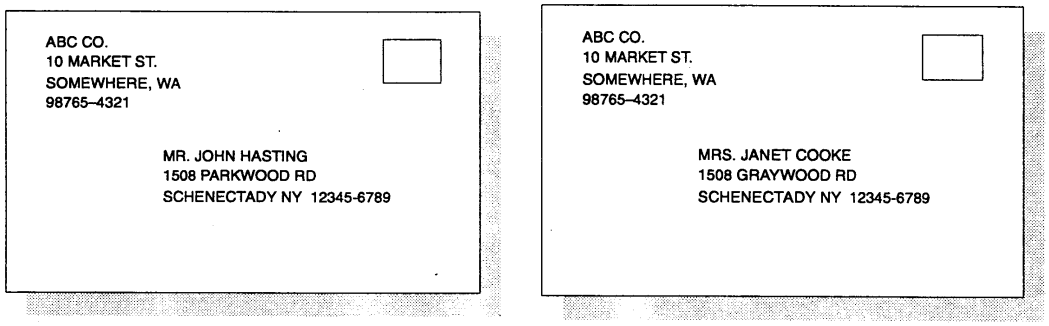
. . . while crossing any street, or

. . . when the practice would create a possible safety hazard to either the carrier or the public.

COMMON CAUSES OF MISDELIVERED MAIL

Same number, wrong street name

A.



Same street name, wrong number and suffix

B.

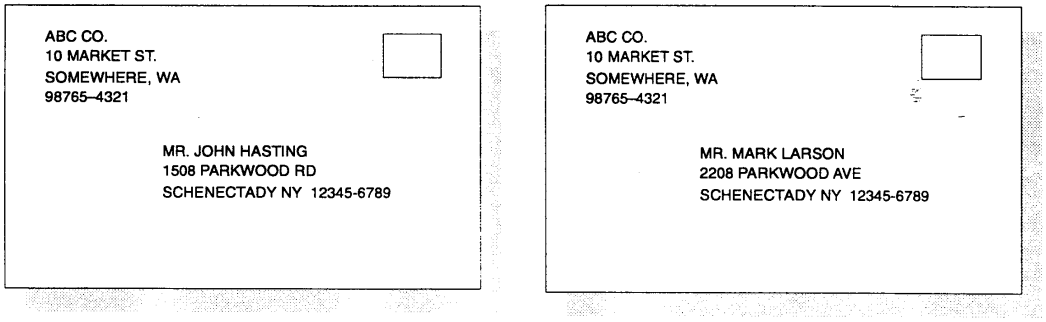
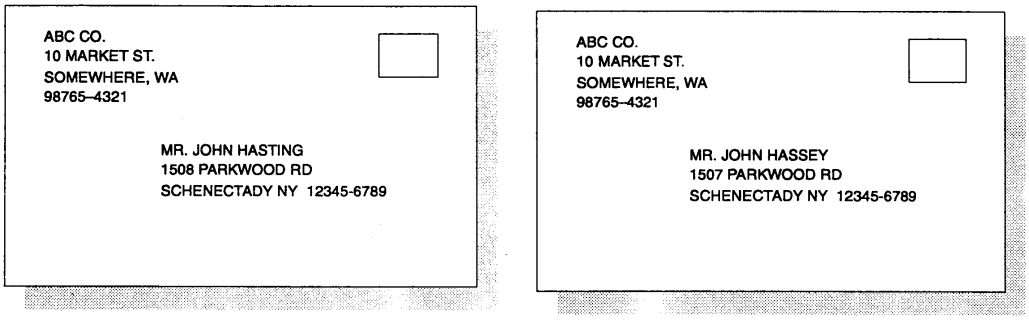


Figure 1

COMMON CAUSES OF MISDELIVERED MAIL (CONTINUED)

Same street name, wrong number



Same customer name, wrong address

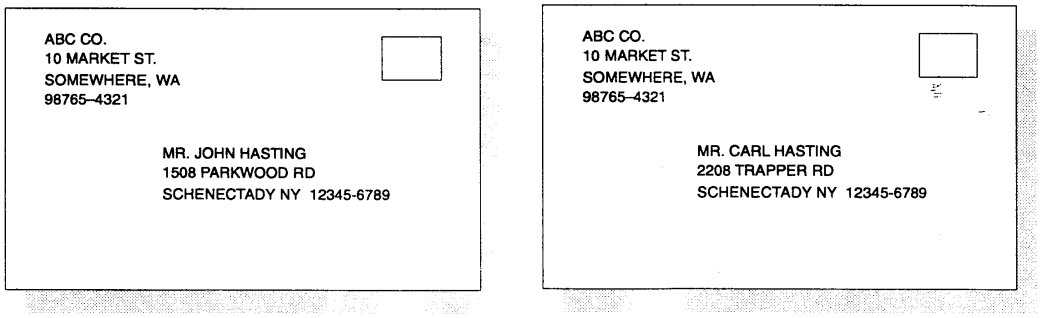
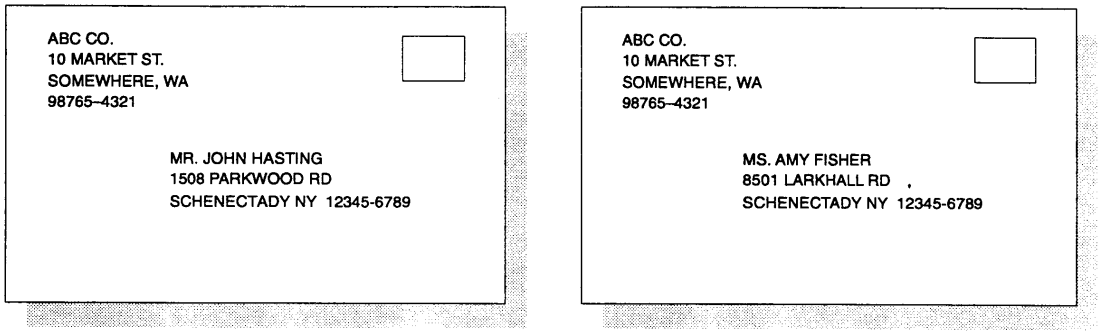


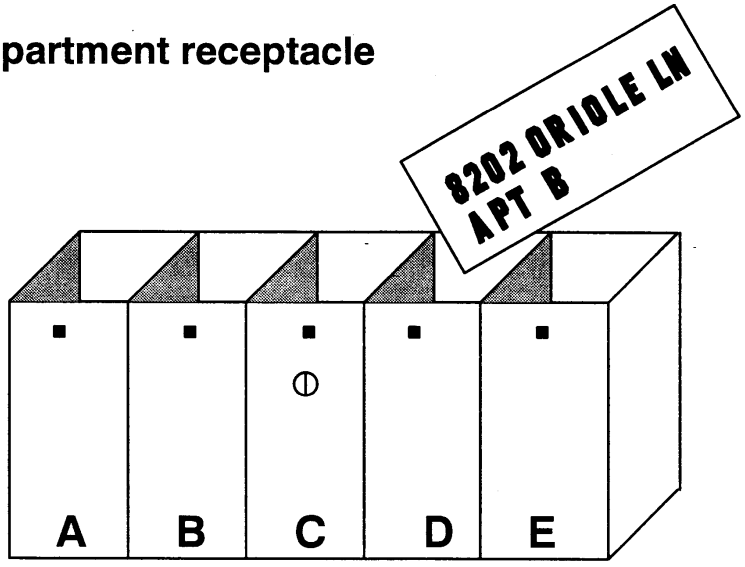
Figure 2

COMMON CAUSES OF MISDELIVERED MAIL (CONTINUED)

Wrong number, wrong street



Wrong apartment receptacle



8202 ORIOLE LN

Figure 3

COMMON CAUSES OF MISDELIVERED MAIL (CONTINUED)

Delivered to street address, rather than to P.O. box as ordered

Delivered, rather than held as ordered

Delivered, rather than forwarded

Delivered, to a vacant house

Delivered, to a house with mail on hold

Delivered, to wrong house that has a temporary forwarding order

And there may be others. . . .

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Delivery—Parcels and Accountables

Unit 2, Module 18

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Parcel Redelivery Program

Execute the following procedures if:

- **Someone is normally available to receive parcel:**
  If an ordinary parcel or numbered insured parcel cannot be delivered on the carrier's first attempt, attempt delivery the next working day. If the parcel cannot be delivered after the second attempt, leave Form 3849 at the address, showing that the parcel is being held awaiting call.

- **No one is usually available to receive parcel:**
  If no one is available to receive the parcel and the carrier knows that someone at that address is not usually available to receive parcels, Form 3849 is completed and left after the first attempt.

- **When it is not known if someone is usually available:**
  Form 3849 is left after the first attempt. Additional attempts are made only at the customer's request.

- **Endorse the parcel while near the address, showing the reason for nondelivery such as "notice left," or abbreviated "N.L.." Include the route number, date delivery was attempted and your initials. This procedure is completed only after a redelivery attempt is made when possible.**

Figure 1

Heavy Parcel Delivery Options

- **Begin the loop at the point of the parcel delivery.**
- **Bypass the stop until the loop is complete, then drive to the delivery point with both the mail and parcel.**
- **If the parcel is heavy and (1) you want to determine if someone is home to receive it or (2) it must be signed for; knock on the door, deliver the mail (and leave a notice if you know no one will be there to receive it the next day), otherwise return with the parcel before moving to the next park location;**
- **Redeliver the parcel the following day if someone is usually home.**

Figure 2

Numbered Insured Parcel, Unrestricted

- **Approach the customer's door with the mail ready for delivery and the parcel in hand.**
- **Knock on the door or ring the bell, but make every reasonable effort for hand-to-hand delivery.**
- **While waiting for a response, complete the Form 3849, Delivery Notice/Reminder/Receipt, by filling in the article number, checking the "Numbered Insured" box and the "Parcel" box, entering the ZIP of origin, addressee name, and address.**
- **If the customer or another responsible person comes to the door, greet him/her courteously, announce that you have an insured parcel for which a signature is required prior to delivery, and present him/her the completed Form 3849 for signature along with the regular mail.**
- **You may not surrender the item until a receipt has been signed and/or all charges paid, if required. The customer may, however, visually examine the item while you hold it.**
- **If there is visible damage, the customer at this time may describe the damage on the Form 3849 in the allotted space.**
- **After you obtain the signed delivery receipt, and return receipt if attached, present the item, bid the customer good day, and continue your deliveries.**

Figure 3

ROLE PLAY RULES

- **This is a learning situation; perfection is not expected.**
- **The trainee involved may make the first observations.**
- **Observations should begin with "I saw or I felt," not "You did...."**
- **Ask questions. This is as good as observation.**
- **Try to offer something helpful.**
- **Make observations and not arguments.**
- **Focus on the positive.**
- **Notice what else could have been done.**
- **Give an example, if you can.**
- **Keep to the point.**
- **Be nice.**

Figure 4

Registered Mail, Restricted Delivery, Return Receipt Requested

- **Keep the article in the pocket of your satchel with the Form 3849 as a marker in the mail.**
- **Knock on the door and complete the form while awaiting a response.**
- **State your business.**
- **Ask for identification.**
- **Obtain all required signatures before tendering the piece.**
- **Enter your signature and date in the "Delivered by" and "Date" block.**
- **Enter date of delivery on Form 3811.**

Figure 5

Customs Duty Mail with Customs Clearance and Delivery Fee

- **State that you need to collect the customs duty listed on U.S. Customs Form 3419 as well as the delivery fee listed as postage due.**
- **Collect the total funds due.**
- **Obtain signature on one copy of Form 3419.**
- **Sign the customer's copy of Form 3419.**
- **Deliver the customer's copy of the form with the mail and customs article.**

Figure 6

COD

- **Obtain necessary signatures and collect funds: COD amount due sender plus money order fee if paid by cash, or only the COD amount due sender if paid by check made payable to the mailer.**
- **Record information from acceptable identification cards, type of transaction, and article number on checks.**
- **Retain COD tag, including remittance copies if attached.**
- **In case multiple CODs are delivered, you need separate checks.**

Figure 7

Express Mail

- **Knock or ring the bell.**
- **Scan mail piece**
- **Note date, time of delivery or attempted delivery (using a.m. or p.m. or the 24-hour clock), and your initials on the Express Mail label.**
- **Obtain signatures.**
- **Sign the form.**
- **Retain the proof-of-delivery copy.**
- **Form 3849 if customer was not home.**

Figure 8

Postage-Due

- **Collect postage-due fees in cash.**
- **The customer may refuse to pay the postage-due.**
- **If the article is refused, endorse it "Refused" in the customer's presence.**
- **Return the article to the delivery unit.**

Figure 9

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Other Types of Routes

Unit 2, Module 19

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Other	Collections	Rural Delivery

Figure 1

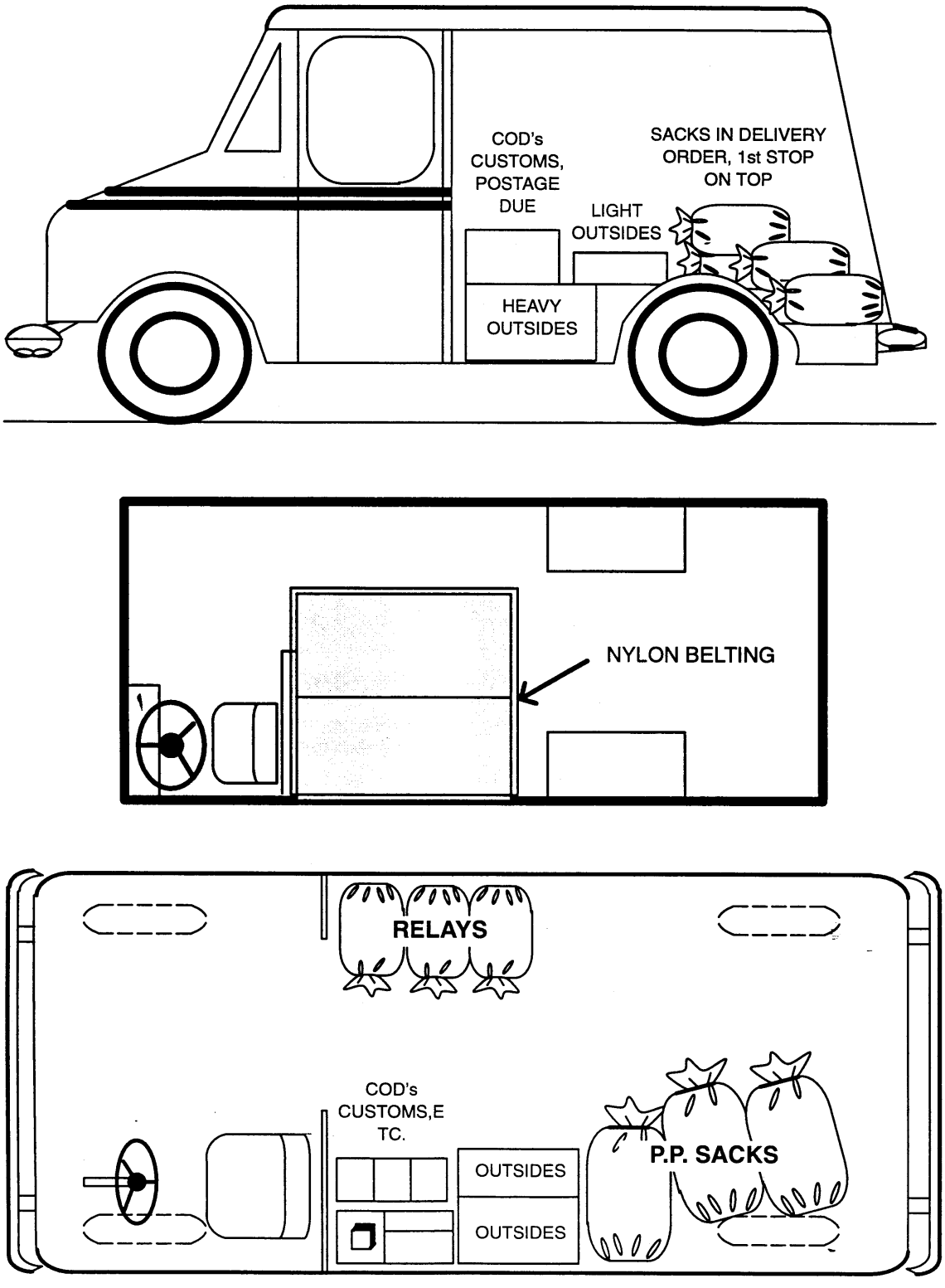
COD's
CUSTOMS,
POSTAGE
DUE
SACKS IN DELIVERY
ORDER, 1st STOP
ON TOP
LIGHT
OUTSIDES
HEAVY
OUTSIDES
NYLON BELTING
RELAYS
COD's
CUSTOMS,E
TC.
OUTSIDES
OUTSIDES
P.P. SACKS

Figure 2

CULL COLLECTION MAIL

Normal culling separations are:

- **Stamped letters**
- **Metered letters**
- **Stamped flats**
- **Metered flats**
- **Parcels**
- **Express Mail**
- **Priority Mail**
- **Target Mail**

Figure 3

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Return to Office

Unit 2, Module 20

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RETURN TO OFFICE

1. **Unload vehicle.**
2. **Deposit mail and equipment.**
3. **Report to your supervisor.**
4. **Record time.**
5. **Clear accountable items.**
6. **Expedite preferential mail.**
7. **Check for instructions.**
8. **End tour.**

Figure 1

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Postal Uniforms

Unit 3, Module 21

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POSTAL UNIFORMS

We wear uniforms for several reasons:

- **To provide to the general public a means of immediate visual identification with the USPS.**
- **To project to the general public an appearance which is neat, professional, and pleasing.**
- **To develop a feeling of belonging among the employees of the organization.**

Figure 1

POSTAL UNIFORMS

Courtesy

Unit 3, Module 22

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CUSTOMER RELATIONS

- **After knocking on the door or ringing the doorbell, greet the customer.**
- **Use words like, "Good morning" or "Good afternoon."**
- **Be pleasant; give a friendly smile.**
- **Identify yourself as a postal employee.**
- **State your business: "I have a certified letter."**
- **Use the customer's name. You can obtain the name by reading it on the item being delivered.**
- **Provide instructions when obtaining signatures, cash, etc.**
- **Answer any questions in a helpful manner.**
- **Always thank the customer before leaving.**

Figure 1

COURTESY
THE DIFFICULT CUSTOMER

LISTEN - to the customer.

RESTATE - the problem.

AGREE - if we are wrong.

PROVIDE ASSISTANCE - if you can.

REFER TO SUPERVISOR - don't guess at answers.

NEVER ARGUE.

USE CONSUMER SERVICE CARD.

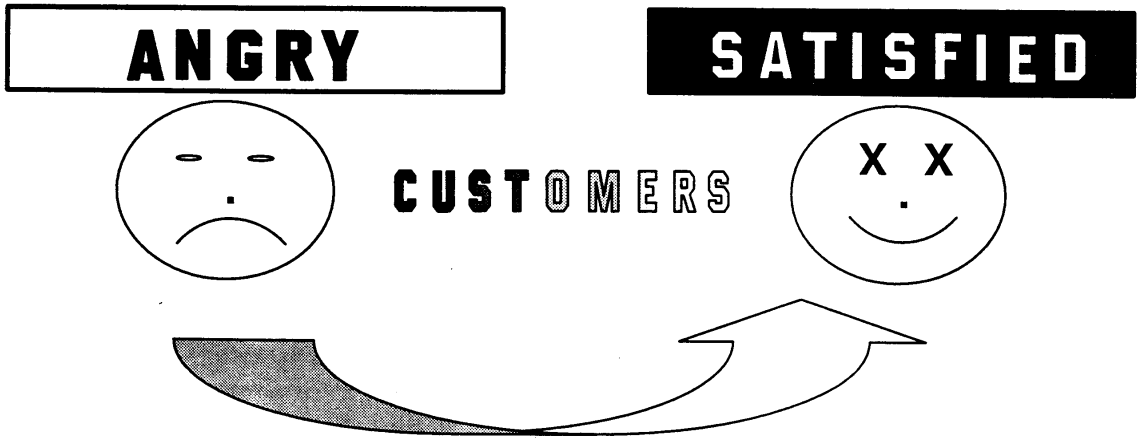

Figure 2

ELEVEN PRINCIPLES OF GOOD BUSINESS

WHAT ARE CUSTOMERS ?

- **Customers** are the most important people in any business.
- **Customers** are not dependent on us; we are dependent on them.
- **Customers** are not an interruption of our work; they are the purpose of it.
- **Customers** do us a favor when they call; we are not doing them a favor by serving them.
- **Customers** are part of our business, not outsiders.
- **Customers** are not cold statistics; they are flesh and blood human beings with feelings and emotions like our own.
- **Customers** are not people to argue and match wits with.
- **Customers** are people who bring their wants; it is our job to fill those wants.
- **Customers** are deserving of the most courteous and attentive treatment we can give them.
- **Customers** are the people that make it possible to pay our salaries, whether we are clerks, carriers, mailhandlers, supervisors, or managers.
- **Customers** are the life blood of the U.S. Postal Service !

Always treat the customer as you would want to be treated when you are a customer. Remember: When you get off work and go to a store, YOU become a customer.

Figure 3

EXERCISE 13—COURTESY

SCENARIO:

You are a collector. You drive a large vehicle and collect mail from several mailboxes in a shopping center during your evening collection trip. You have already parked and secured your vehicle. You are collecting mail from the mail boxes. A woman approaches you and says in a loud, upset voice:

"You almost ran over me with that big truck."

How do you respond ?

Circle the correct response:

a. I did?

b. I saw you, and you were nowhere near my vehicle !

c. I'm sorry I frightened you. I saw you and I thought I had enough space. I apologize if it seemed as if I was going to hit you.

Notes:

Positive Attitude and Conduct

Unit 3, Module 23

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POSITIVE ATTITUDE AND CONDUCT

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Marketing Postal Products

Unit 3, Module 24

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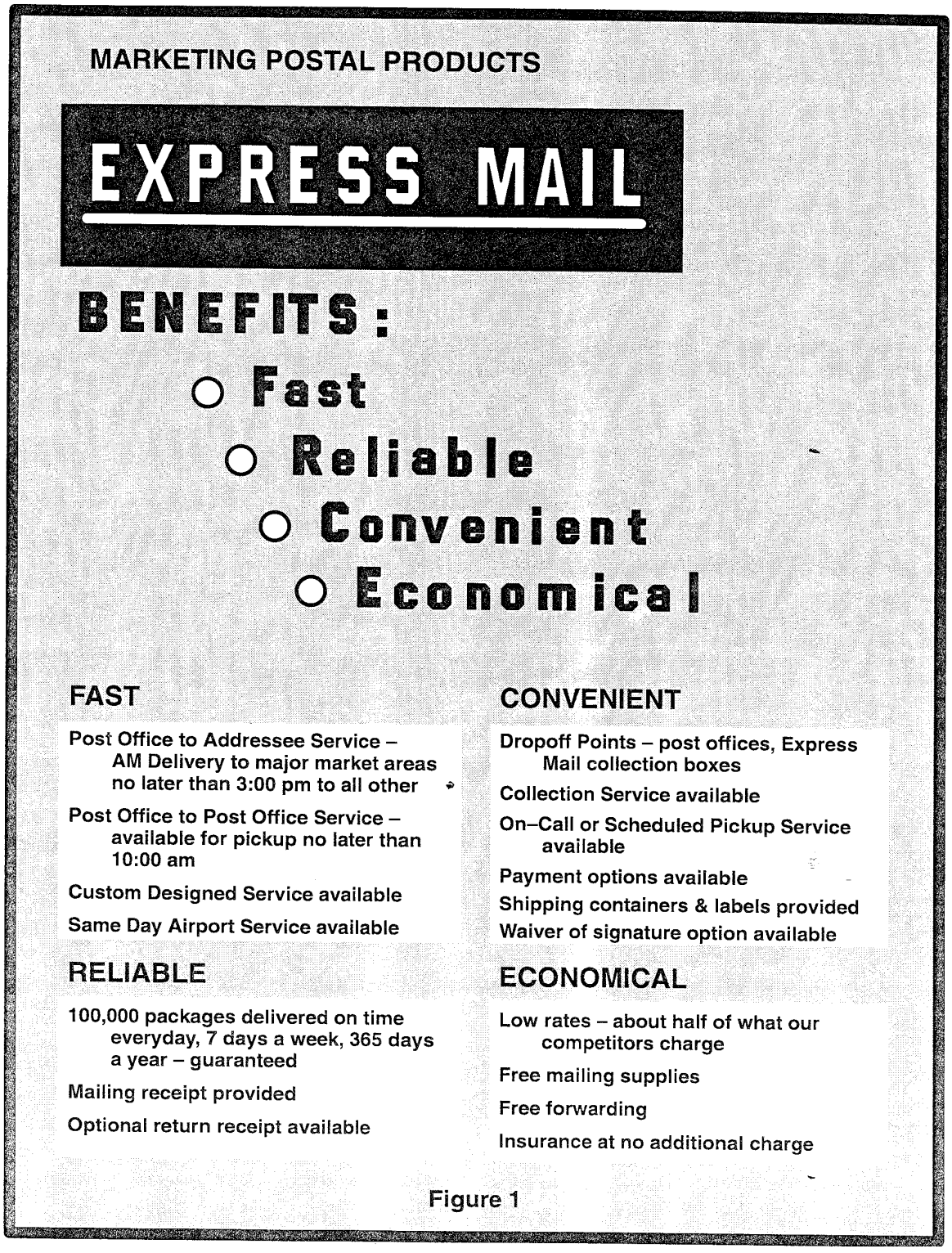
MARKETING POSTAL PRODUCTS
EXPRESS MAIL
BENEFITS:
Fast
Reliable
Convenient
Economical
FAST
Post Office to Addressee Service – AM Delivery to major market areas no later than 3:00 pm to all other
Post Office to Post Office Service – available for pickup no later than 10:00 am
Custom Designed Service available
Same Day Airport Service available
CONVENIENT
Dropoff Points – post offices, Express Mail collection boxes
Collection Service available
On–Call or Scheduled Pickup Service available
Payment options available
Shipping containers & labels provided
Waiver of signature option available
RELIABLE
100,000 packages delivered on time everyday, 7 days a week, 365 days a year – guaranteed
Mailing receipt provided
Optional return receipt available
ECONOMICAL
Low rates – about half of what our competitors charge
Free mailing supplies
Free forwarding
Insurance at no additional charge

Figure 1

MARKETING POSTAL PRODUCTS

EXPRESS MAIL

SERVICE OPTIONS:

POST OFFICE TO ADDRESSEE SERVICE (B label)

POST OFFICE TO POST OFFICE SERVICE (A label)

SAME DAY AIRPORT SERVICE (C label)

CUSTOM DESIGNED SERVICE (CD label)

INTERNATIONAL SERVICE (B label)

MILITARY SERVICE (B label)

PREPARING PACKAGES:

MUST USE OUR LABELS	OPTIONAL–NO CHARGE
LABEL 11–A or 11–E	ENVELOPES
11–B or 11–F	BOXES
11–C or 11–H	TUBES
FORM 5625 or 5625C	PREPRINTED LABELS

Figure 2

MARKETING POSTAL PRODUCTS

EXPRESS MAIL

HOW TO SEND:

DROP OFF AT P.O. OR AMF

DROP IN EXPRESS MAIL COLLECTION BOX

COLLECTION SERVICE

ON-CALL PICKUP SERVICE

HOW TO PAY:

CORPORATE ACCOUNT

STAMP - LETTER RATE $ _____

POSTAGE METER

CASH

CREDIT CARD - SELECTED CITIES

C.O.D

RATES:

POST OFFICE TO ADDRESSEE (most popular service)

up to 8 ozs. $ _____

over 8 ozs. to 2 lbs. $ _____

over 2 lbs. to 5 lbs. $ _____

Figure 3

MARKETING POSTAL PRODUCTS

SPECIAL SERVICES

Figure 4

Local Instructions

Unit 3, Module 25

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Summary

Unit 3, Module 26

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SUMMARY

PHONE NUMBERS

Supervisor

_____

Express Mail Office

_____

Accident Investigator

_____

Maintenance

_____

Account Representative

_____

Others

_____

_____