

SALES & SERVICES ASSOCIATE ACADEMY

Module 11: Toolkit



Objectives

- Locate and utilize directives such as the DMM[®], IMM[®], Pub 52, Handbook PO 209, F-101, Postal Bulletin, and Postal Explorer[®].
- Reference the Retail Digest, Retail website, Postal Merchandise Catalog, RSS messaging, Posters, and translators.

The Importance of Directives

Productivity:

- Perform a task correctly to prevent rework and save workhours.

Revenue:

- Charge customers the correct amount to help meet or exceed our revenue goals.

Legal Liability:

- Comply with federal and state laws and regulations to avoid fines and penalties.

Customer Service:

- Provide correct and consistent information to a world-class customer experience.

The Bluepage

Blue United States Postal Service

You deliver for the country, we deliver for you.



Log On | Search | LiteBlue | Help | USPS.com

Wednesday, July 12, 2023

- Home
- My Work
- My Life
- Inside USPS

Essential links

Featured topics

- Accessing LiteBlue Safely**
- Bank Secrecy Act Compliance
- Business Intelligence Capacity Model (BICM)
- C360
- Career Conferences**
- Connecting with Customers
- Consumer Advocate
- Continuous Improvement
- Coronavirus employee resources
- CRDO Resource Library
- CyberSafe
- Diversity, Equity & Inclusion
- ePayroll
- Employee Assistance Program (EAP)
- Employee Deals
- Employee Engagement
- Environmental Affairs and Corporate Sustainability
- FMLA
- Forms
- Front Line Supervisor's Toolkit
- HERO
- IdeaSMART
- Informed Delivery
- IT Self Help/ServiceNow
- LEADing Together
- Maiilin' It! Podcasts
- Postal Communicator's Toolbox
- PostalProud
- TACS Help Desk
- USPS Connect
- USPS-TV

Link



More improvements

New video focuses on delivery, retail
Posted 7/12/23 at 9 a.m.

Archives

Sign up for Link mobile



Attend a USPS Career Conference

Learn about career development and advancement opportunities.

Vision. Strategy. Action.

The Delivering for America Plan.

PMG Louis DeJoy discusses the successes of the plan and shows us how it is working across all parts of the organization.

Part two of a multipart series.
July 12, 2023



Search Go

All Departments/Functions

Board of Governors

Postmaster General

Deputy Postmaster General

Chief Information Office

Chief Technology Office

Commerce and Business Solutions

Corporate Affairs

Corporate Communications

Customer and Marketing

Finance

Human Resources

Legal

Logistics

Processing and Distribution

Retail and Delivery Operations

U.S. Postal Inspection Service

Click image to visit the Bluepage

Activity – Directives

- Match each directive to its description.
- Write the corresponding directive in the answer column.

Directive	Description
IMM	Contains information governing international mail.
Pubs	Supports subjects that cannot be fully addressed in manuals or handbooks, but appear in a variety of formats, such as book or brochures.
POM	Covers operational information such as, retail, philatelic, or mail processing.
PolicyNet	Hub for all postal policies, procedures, handbooks, manual, and publications.
DMM	Contains information governing domestic mail services.
Postal Explorer	Virtual library available to customers that contains PE tools, and manuals.
Forms Page	Contains electronic versions of postal forms.
Postal Bulletin	Official source of updates to postal policies that is updated bi-weekly.
Handbooks	Contains supplemental information within postal manuals.

Retail Communications

Blue United States Postal Service

Home My Work My Life Inside USPS Thursday, November 30, 2023

Retail and Post Office Operations

Mission Statement

Our mission is to provide access to affordable postal services that support and grow businesses as well as address the personal communication needs of every household and business in America. We will provide a safe, well-maintained, and inviting environment for our communities that provides access to critical government services and improves our customer and employee experience.

Through meticulous execution of every interaction, transaction, presence, inspire customer loyalty and fortify the relevancy of the work performed and services provided for every employee.

To ensure operational excellence, we set performance expectations of the work performed and services provided for every employee.

We know we had a good day when we serve our customers revenue plan, and successful completion of all operational plans.

Tracy Raymond, Director Retail Operations

- Passports
- Government Services
- Price Changes

Tony Impronto, Director Post Office Operations

- SRMayer Matters
- PO Boxes
- PRS

Cathleen Lujan, Director A Retail & Post Office Field

- F4 Performance & Metrics
- Program Support & Reporting
- Field Support F405

Jason Hewitt, Director Retail and Post Office Operations

- Field Maintenance Operations

Margaret Williams, Manager Retail & Post Office Operations

- Competency Development
- RPOD Training
- Field Integration

RETAIL DIGEST
Inform. Engage. Achieve.

October 24, 2023 Weekly Messages from Retail & Post Office Operations

Contents

Be sure to share/distribute a copy of this week's Retail Digest to all retail associates!

Fiscal Year (FY) 2024 National Retail Performance Metrics

Action Required

- Cycle Count Notice Week 4 – Asset Management

Need to Know

- SSK Holiday Print on Demand (POD) Label
- CX Survey Update FAQs – Customer Experience
- Label Broker® Customs Forms Print Feature
- 5 Common Passport Mistakes – Passports
- 2023 National Greeting Card Awareness Campaign

As Information

- Holiday Stamp Lineup – Stamp Services
- Stamp Information – Stamp Services

Contact Us!

Fiscal Year (FY) Performance

Retail Revenue*		POS OSAT	
FY24:		FY24 Goal	
Month-to-Date	Year-to-Date	Year-to-Date	Year-to-Date
\$488,785,283	\$488,785,283	87.70%	0.24% to Plan
2.00% (SPLY)*	2.00% (SPLY)	86.18% (SPLY)	

*Retail Revenue includes POS, OSA, and Wait Time

*Retail Customer Experience and Wait Time

Blue United States Postal Service

Home My Work My Life Inside USPS Thursday, November 30, 2023

Welcome to Accounting Services

Accounting Help Desk

Open an Incident (Ticket)
Search MyAccounting (Self Help)
Phone: 1-866-974-2733
Hours: 7:00 AM - 7:00 PM, Mon - Fri CT
Peak Call Period: 11:00 AM - 1:00 PM CT
IVR Quick Reference Guide for calling AHD

TACS Help Desk

Email: TACS@usps.gov
Phone: 1-855-411-8227
Hours: 6:00 AM - 6:00 PM, Mon - Fri CT
Website: TACS Help Desk

Accounting eServices

MyAccounting, our self-service portal, empowers you to quickly find what you need.

- Search our Knowledgebase, Online Accounting Help, for answers to your questions.
- Open an incident (ticket) with the Accounting Help Desk.
- Use our Online Tools to open a Tier 2 Incident (ticket) with Accounting Services.

Smarter Solutions - Today, Tomorrow, Together!

Toolkits

- Banking Toolkit
- Customs Toolkit
- e1412 Toolkit
- e1412 Toolkit
- e1412 Toolkit
- e1412 Toolkit
- JV Toolkit
- RSS Toolkit
- SFS Toolkit
- Special Events Toolkit
- Timekeeping Toolkit

Online Tools

- Credit/Debit Expense & Overcharge
- Early Offset Banking Expense Request
- Money Order Expense and Correction Request
- Payroll Checks Stop Pay - Photocopy Request
- Stack Intransit Offsetting Expense Request

UNITED STATES POSTAL SERVICE®

Lean Retail

WE ARE #PostalProud

Retail Dashboard Weekly

F4 SSRD Summary Daily

POS Trend Report Monthly

POS Survey Comments Monthly

Retail Digest Weekly

SSA/LA Schedule Weekly

Service Talks As Received

RCE Evaluations As Received

Resources

Keep the

For everyone's protection, use this guide when

Hazard Class	Type	Common Examples	Domestic	
			Air	Surface
Hazard Class 1 Explosives	Explosives	Fireworks, dynamite, grenades, small arms	N	N
Hazard Class 2 Gases (Flammable)	Flammable	Flammable (in aerosol can)	N	Y
Hazard Class 2 Gases (Non-Flammable)	Non-Flammable	Propane, camp stove fuel Spray paint (in aerosol can)	N	Y
Hazard Class 2 Gases (Toxic)	Toxic	Fire extinguishers	Y	Y
Hazard Class 3 Flammable and Combustible Liquids	Flammable Liquids (Flashpoint below 141°F)	Acetone, rubbing alcohol, nail polish	N	Y
Hazard Class 3 Flammable and Combustible Liquids	Combustible Liquids (Flashpoint above 141°F & below 200°F)	Gasoline and other flammable liquids Nail polish remover Lighter fluid (kerosene)	N	Y
Hazard Class 3 Flammable Solids	Flammable Solids	Matchboxes	N	Y
Hazard Class 3 Flammable Solids	Spontaneously Combustible	Strike anywhere matches	N	N
Hazard Class 3 Flammable Solids	Dangerous When Wet	Iron nails	N	Y
Hazard Class 4 Oxidizing Substances, Organic Peroxides	Oxidizing/ Organic Peroxides	Ammonium nitrate, barium nitrate, potassium perchlorate	Y	Y
Hazard Class 4 Toxic Substances	Toxic	Hydrogen peroxide (less than 20% solution)	Y	Y
Hazard Class 5 Infectious Substances	Infectious Substances	Meas (except those containing aluminum capsular)	N	N
Hazard Class 6 Radioactive Material	Radioactive Material	Fluorocarbon, cesium, radium, steel	Y	Y
Hazard Class 6 Radioactive Material	Biological and Medical Materials	Used syringes, medical devices	Y	Y
Hazard Class 7 Corrosives	Corrosives	Devices containing radioactive materials	N	Y
Hazard Class 8 Corrosives	Liquid and Solid	Batteries with liquid electrolyte, hydrochloric acid	N	N
Hazard Class 9 Miscellaneous Hazardous Materials	Miscellaneous	Magnesium metal Lithium batteries	Y	Y

Y* See Pub 52 for additional required markings.
Y** Only with prior written permission per IM and Pub 52.
N Not permitted.
N/A Not Applicable.

Packaging

Content	Contain
Small Odd Shapes	Padded envelope or small cardboard
Awkward Shapes	Fiberboard boxes (tube ends should not exceed 10 in)
Fragile Items	Fiberboard boxes (at least 175 box grade)
Shifting Items	Fiberboard boxes (175 box grade, h to 20 pounds)
Soft Goods	Self-supporting or last equivalent
Liquids	Leakproof interior containers packed within durable or containers
Powders	Stiff-proof interior containers packed within durable stiff-proof containers
Perishables	Odor-proof containers
High-Density Loads	Fiberboard boxes (175 box grade, h to 20 pounds)

Boxes

Fiberboard

Max. Weight (lb)	Box Grade
30	125
40	175
70	275

Paperboard

For up to 10 pounds

Padding

Wrap each item with enough padding to keep it from being damaged by shocks and vibrations.

Separate the wrapped items from the container with more padding.

The padding should be uniform so that it distributes physical force evenly.

For more details, see your retail associate.



Ship Reuse



WAR

Reusable packaging acceptable when all contents are removed or completely destroyed. Regardless of what your package, many materials may result in a package return.



Unacceptable



From the Office Of Emergency Management

REGISTER SECURE

Always

- Keep all registers. Allow only one.
- Secure the key must be assigned possession and control.
- Sign in and out.
- Immediately transfer to the registry Mail within a 15-minute period.
- Get signed receipt PS Form 3854.
- On a route, place in designated receptacle.
- When leaving to designated recipient.
- Maintain inventory.

Never

- Leave the door open.
- Leave the key hanging in the office.
- Allow multiple entries.
- Transfer customer information from the individual.



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UNITED STATES POSTAL SERVICE

It's all in the mail.

Visit [usps.com/ship/can-you-ship-it.htm](https://www.usps.com/ship/can-you-ship-it.htm) for more information.

Visit [usps.com/ship/can-you-ship-it.htm](https://www.usps.com/ship/can-you-ship-it.htm) for more information.

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I'm Delivering...

Hi, my name is Sherry. As a retail associate, I'm relentless about giving my customers great service. Delivering is more than just delivering — by engaging our customers to make sure I meet their needs, I provide them with a positive customer experience whenever I greet them.

That's why I go the distance every day, WITH A SMILE, to make sure every customer experience is a great one.

IS YOUR PACKAGE SAFE TO MAIL?

You could be mailing hazardous materials and not even know it.



Did you know that many common household items are dangerous to ship and are not permitted in the mail?

Even items that are permitted in the mail can present a hazard if improperly packaged, due to vibration, temperature changes, and variations in atmospheric pressure.

USPS® is committed to keeping your mail safe. Log on and see if the item you wish to mail is permitted and learn more about how to prepare this type of mail safely.

WARNING: Persons who knowingly mail items or materials that are dangerous or injurious to life, health, or property in violation of 39 U.S.C. 3018 may be liable for a civil penalty of at least \$250, but not more than \$100,000 for each violation; the costs of any cleanup associated with each violation; and damages.

Visit [usps.com/ship/can-you-ship-it.htm](https://www.usps.com/ship/can-you-ship-it.htm) for more information.



Additional Resources

Blue United States Postal Service

Printable version

Home My Work My Life

Handbook PO-209 - Retail Operations Handbook - Contents

Transmittal Letter

1 Introduction

2 Rules of Conduct

3 Uniforms

4 Duties

5 Schedules

6 Security and Safety

7 Equipment and Supplies

8 Retail Measurement

9 Retail Training

10 Product Offerings (Sales Skills)

11 Financial Accountabilities

12 Stamp Stock and Cash Accountability

13 Lobby and Retail Counter

14 End-of-Day Requirement

15 Alternative Access Channels

16 Postage Alternatives

17 Refunds, Exchanges, Claims, and Inquiries

18 Philatelic

19 Mobile Retail Vans

PolicyNet > Handbooks > Handbook PO-209

Handbook PO-209 - Retail Operations Handbook - Contents

August 2023

LINK

Transmittal Letter

1 Introduction

- 1-1 Overview of Duties and Responsibilities of Retail Personnel
- 1-2 Duties of a Sales and Service Associate
- 1-3 Duties of a Lead Sales and Service Associate
- 1-4 Basic Retail Responsibilities

2 Rules of Conduct

- 2-1 Postal Service Regulations
- 2-2 Misuse of Postal Service Property
- 2-3 Political Activities
- 2-4 Gambling
- 2-5 Suspicious Activity
- 2-6 Standards of Ethical Conduct
- 2-7 Unofficial Use of Postal Property and Supplies
- 2-8 Public Perception

3 Uniforms

- 3-1 General Policy
- 3-2 Retail Associates Who Work at Retail Counter
- 3-3 Uniform Allowance
- 3-4 Name Tags

4 Duties

- 4-1 Revenue Protection and Security
- 4-2 Sanctity and Security of Mail
- 4-3 Work Schedules
- 4-4 Recording Time
- 4-5 Meeting Dispatch Deadlines
- 4-6 Proper Reporting of Fuel Receipts
- 4-7 Maintenance of Lobby and Retail Counter
- 4-8 Maintenance of a Neat and Clean Work Area

5 Schedules

- 5-1 Management of Clerk Schedules
- 5-2 Adherence to Postal Service Schedules
- 5-3 Office Hours

USA Philatelic

THE OFFICIAL SOURCE FOR STAMP COLLECTORS

2023 D&D



TOP STORY

On the way

More 2024 releases announced



Comparison shopping

Checkbook breaks down health plans

3 hours ago



A new chapter

USPS historian to retire Dec. 1

1 day ago

All about HDHPs

A look at high-deductible health plans

Benefits include lower premiums, greater flexibility and use of Health Savings Accounts (HSAs) or HRAs to cover out-of-pocket costs.

1 day ago

Voyager duties

Managers should keep accounts up to date

Always reconcile fuel purchases in the Fleet Asset Management System and ensure all drivers have their own PINs.

Postal Bulletin

Published Since March 4, 1880

November 30, 2023
PB 22638



A Trip You Don't Want to Take

Pay Attention to Your Surroundings

See page 3





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UNITED STATES POSTAL SERVICE

Multi- Lingual Outreach

Work Instruction: Pocketalk Language Translator



	Important Steps	Key Points	Reasons for Key Points
	1. Determine Customer's language by selecting from the Pocketalk list, which can be accessed by clicking on the language on the screen, or by holding down the button and speaking the language	<ul style="list-style-type: none"> Properly selecting the language enables communication between clerk and customer 	<ul style="list-style-type: none"> The ability to communicate with customer ensures a positive customer experience
	2. Select customer language by scrolling through the language options on the Pocketalk device	<ul style="list-style-type: none"> To communicate with customer, language must be selected 	<ul style="list-style-type: none"> This will enable the device to translate to customer language



Pocketalk Language Translator is available on eBuy+.

Multi-Lingual Outreach (Continued)



Access the HAZMAT Question Multi-lingual Translator.

[Hazmat \(usps.gov\)](https://www.usps.gov/hazmat).

HAZMAT Question: Multi-lingual Translations

English (Updated)	Do any of your articles contain anything liquid, fragile, perishable, or potentially hazardous, such as lithium batteries, perfume, mercury or aerosols?
Arabic	هل أي طرد من طرودك يحتوي على أي شيء سائل أو سهل الكسر أو قابل للتلف أو من المحتمل أن يكون خطيراً، مثل بطاريات الليثيوم أو العطور أو الزئبق أو الأيروسولات؟
Chinese (Simplified)	您的物品中是否含有任何液体、易碎、易腐烂或有潜在危险的物品，如锂电池、香水、汞或气溶胶？
Chinese (Traditional)	您的物品中是否含有任何液體、易碎、易腐爛或有潛在危險的物品，如鋰電池、香水、汞或氣溶膠？
Dutch	Bevatten uw artikelen iets wat vloeibaar, breekbaar, bederfelijk or mogelijk gevaarlijk is, zoals lithiumbatterijen, parfum, kwik of aerosols?
French	Certains de vos articles contiennent-ils quelque chose liquide, fragile, périssable ou potentiellement dangereux, comme des piles au lithium, du parfum, du mercure ou des bombes aérosols ?
German	Beinhalten irgendwelche Ihrer Versandartikel etwas Flüssiges, Zerbrechliches, Verderbliches oder potenziell Gefährliches, wie beispielsweise Lithiumbatterien, Parfum, Quecksilber oder Aerosole?
Hebrew	האם אחד מהחפצים שברשותך מכיל משהו נוזלי, שביר או מתכלה, או עלול להיות מסוכן, כגון סוללות ליתיום, בושם, כספית או תרסיסים
Italian	Uno dei suoi colli contiene liquidi, materiali fragili, deperibili, o potenzialmente pericolosi, tipo le batterie al litio, i profumi, il mercurio o gli aerosol?
Japanese	あなたの所持品の中に、液体、壊れやすい物、腐りやすい物、あるいはリチウム電池、香水、水銀、エアゾール製品などの潜在的な危険物が含まれていますか。
Korean	귀하의 물품 중 리튬 배터리, 향수, 수은 또는 에어로졸 등과 같이 액상이거나, 깨지기 쉽거나, 부패하기 쉽거나, 잠재적으로 위험한 어떤 것을 포함하고 있는 것이 있습니까?
Polish	Czy przesyłka zawiera ciecze, artykuły kruche, łatwo psujące się lub potencjalnie niebezpieczne, takie jak baterie litowe, perfumy, rtęć lub aerozole?
Portuguese (Brazil)	Algun dos itens nesta embalagem contém líquido, é frágil, perecível ou possivelmente perigoso, como pilhas de lítio, perfume, mercúrio e aerossóis?
Russian (Russia)	Содержат ли какой-либо из ваших предметов что-либо жидкое, хрупкое, скоропортящееся или потенциально опасное, например, литиевые элементы питания, духи, ртуть или аэрозоли?
Spanish (Spain)	¿Algunas de sus mercancías contienen líquidos, son frágiles, perecederas o potencialmente peligrosas, como por ejemplo baterías de litio, perfume, mercurio o aerosoles?
Greek	Περιέχει κάποιο από τα είδη σας κάτι υγρό, εύθραστο, ευπαθές ή πιθανά επικίνδυνο, όπως μπαταρίες λιθίου, αρώματα, υδράργυρο ή αερολύματα;
Swedish	Innehåller någon av dina artiklar något flytande, ömtåligt, lättfördärligt eller potentiellt farligt, t.ex. litiumbatterier, parfym, kvicksilver eller aerosoler?
Ukrainian	Чи містити якийсь із ваших предметів щось рідке, крихке, швидкопсувне або потенційно небезпечне, наприклад літєві батарейки, парфуми, ртуть чи аерозолі?

Verified 10 November 2023

Tag

One participant to be “it.” You will be asked a question and if you answer correctly, you will select another participant to be “it” in your place.



Summary

- Providing customers with quick, easy, and convenient service creates loyal customers.
- Obtain all the information you can about postal products and services to build your product knowledge.
- This approach will help you create a customer-centric environment and provide excellent customer service.

