



December 29, 2023

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Ivan D. Butts  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

RECEIVED  
DEC 29 2023

Dear Ivan:

As a matter of general interest, the Postal Service is updating the format in which Welcome to the USPS (W2USPS) New Employee Orientation Curriculum is delivered to employees represented by the National Association of Letter Carriers (NALC), the American Postal Workers Union (APWU), the National Rural Letter Carriers' Association (NRLCA) and the National Postal Mail Handlers Union (NPMHU).

The below changes continue to support the organization's commitment to stabilize our non-career workforce and equip our employees for success. Additionally, the format change helps to ensure consistent messaging and allow districts to schedule orientation based on their local time zone.

Under the New Employee orientation format, orientation content will be provided via a series of pre-recorded videos. All newly hired employees represented by the NALC, APWU, NRLCA and NPMHU will receive orientation simultaneously. Each union will continue to be allotted time to address new employees in their respective crafts. Local facilitators from Field Human Resources will be on site to play the videos, answer questions, administer the Oath of Office, and ensure onboarding documentation is completed.

The orientation will continue to last approximately 6.5 hours with two 15-minute breaks, and a one-hour lunch break.

These changes will take effect January 22, 2024.

Enclosed on CDs are the following:

- A final draft copy of the W2USPS Participant Guide
- A final draft copy of the W2USPS Facilitator Guide
- A final draft copy of the W2USPS Job Specific Overviews
- A final draft copy of the videos

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "J Lloyd", is written over the printed name and title.

James Lloyd  
Director  
Contract Administration (NALC)

Enclosures



# City Carrier Assistant Overview\*\*

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City Carrier Assistants, or CCAs, are non-career bargaining employees. When positions are represented by unions, they are referred to as bargaining, or craft, positions. Several different unions represent bargaining unit employees and negotiate on their behalf on a variety of matters, including hours, pay, benefits, and work conditions.

As a city carrier, you are the face of our organization for many of our customers. City carriers deliver and collect mail on a route. There are several types of carrier routes. A common route for a city carrier is called a park and loop route, in which you drive to a central location, park your vehicle, and deliver the mail for that section of your route as you walk to individual addresses. Once that area is complete, you drive to the next location, park, and deliver the next section. Another typical route is a mounted route. For these routes, you deliver letters and flats from the vehicle and dismount the vehicle to deliver packages that do not fit in the mailbox.

Each day carriers receive instructions on which route to deliver. Routes are adjusted to account for the mail you have that day. While you are learning how to deliver, adjustments may be made to the time normally assessed for the route. If you have a route that takes less than eight hours to deliver, you may be assigned to assist another carrier who has more volume than normal or who needs assistance.

Carriers gather sorted letters, flats, and packages each day. Sometimes the unit receives mail that is not in Delivery Point Sequence (DPS) order. If this happens, you will manually sort that mail. This is called “casing the mail.” Packages are sorted into hampers by route for you. Once your mail is sorted and ready, you load the delivery vehicle.

As you deliver and pick up the mail, you will use a handheld barcode scanner to scan location barcodes and the mail itself. This way we know where you are on your route, when mail was picked up or delivered, and can provide customers with tracking information. When you have completed your route, you will take any collected mail back to the delivery unit. (Specific details on how to complete routes will be provided in Carrier Academy).

- Consult the job description for your position in the Participant Guide Appendix for specific details.

## Training

After orientation, employees performing carrier duties will participate in a shadow day, which is when you will follow an experienced carrier to see how to deliver the mail.

You will also attend Driving Academy. Currently, the most common delivery vehicle we use is a Long-Life Vehicle (LLV). They are right-hand drive vehicles. Driving Academy provides specific training so that you can safely operate the vehicle on your route.

You will attend a four-day Carrier Academy session to learn how to deliver mail. Then, you will report to your work location where you will become familiar with your facility and meet your coworkers.

As you enter the postal environment, you will be surrounded by new processes, new terminology, and new expectations. To assist you with becoming acclimated, you may be assigned an on-the-job instructor (OJI) to help you grow in your position.

## Schedule/Terms of Work

You are hired for a term of work not exceeding 360 calendar days, after which, there must be a break in service of up to five-days.

You will be assigned a schedule based on the needs in your unit by your supervisor. Your start time or days off may be modified. You will be notified of any changes in your assigned schedule. Scheduled workdays include weekends and holidays.

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\*\*This overview is not comprehensive and does not establish new rules. In the case of an inconsistency, the applicable postal regulations, policies, rules, procedures, standards, and Collective Bargaining Agreements would supersede this document.

## Compensation

### Pay

You are paid hourly for work performed. You are responsible for recording your work hours. You are responsible for clocking in and out correctly and notifying your supervisor of any clock ring errors to ensure you are compensated correctly.

### Leave

Please refer to your applicable collective bargaining agreement (CBA) for specific leave information and requirements.

#### *Annual Leave*

The Postal Service provides annual leave for rest, recreation, emergency purposes, and illness or injury. Annual leave is earned based on the number of hours in which you are in a pay status each pay period. Employees with a start date after the first Monday of a pay period do not receive leave credit for service performed during that pay period.

You earn up to one hour of annual leave for every 20 hours worked each pay period. Annual leave is credited at the end of each biweekly pay period. You must earn annual leave hours prior to use and cannot exceed the number of hours you have accrued. Approval of annual leave requests is subject to the needs of the service and is determined in seniority order.

#### *Holiday Pay*

You are eligible for holiday pay for the following seven holidays: New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. However, you may also be required to work on one or more of these holidays, especially during the Christmas season, which we refer to as peak season. If so, you will receive holiday pay and be eligible for additional overtime pay, depending on the hours worked. You may also elect to have your annual leave balance credited in lieu of receiving holiday pay.

You receive holiday pay based on the size of your office. You are encouraged to ask your supervisor for details on holiday pay at your reporting location. For specifics on holiday pay procedures, consult the CBA.

### Benefits

When you are hired, you have 60 days from your hire date, also called your entrance on duty date (EOD), to enroll in benefits for which you are eligible.

#### *New Hire Guide*

For more details about benefits and how to enroll in them, refer to the New Hire Guide. It is a separate guide that will be mailed to your address of record and will walk you through each option.

#### *Health Benefits*

You are immediately eligible for the USPS Health Benefits (USPSHB) Plan with no waiting period.

You can access health benefit information from LiteBlue>MyHR> Benefits> under the Insurance header. Make selections by accessing LiteBlue>PostalEase> Benefits and use the USPS Health Benefits Plan link. Or you can contact Human Resources Shared Service Center (HRSSC): PostalEase at 1-877-477-3273 Option 1.

**Federal Employees Dental and Vision Insurance Plan (FEDVIP).** You have access to (FEDVIP). While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable. This is because premium contributions are not subject to taxes. If you are interested FEDVIP, you will need to access an outside website. Details can be found in your new hire guide.

You may be eligible to enroll in a different health plan, Federal Employee Health Benefits Program (FEHB), after one year of continuous employment, excluding any break in service of 5 days or less.

## Your Future with the Postal Service

There are many pathways for development and advancement in the Postal Service.

### Conversion

A CCA may be renewed for another 360 days, depending on the needs of the Postal Service. For specific procedures on renewal or conversion, refer to your CBA. Many career employees started in non-career positions, just like you. When career positions are vacated, the most senior non-career employee in that craft may have the opportunity to convert to a career position.

If a non-career CCA is not converted to a permanent career position after 24 months of service, they are converted automatically.

### Career Paths

Non-career employees can become career employees through conversion or by applying for a career position externally at USPS.com. From a career position there are many opportunities available to you if you are interested in advancement.

You can pursue a wide array of opportunities including communications, customer service, delivery operations, engineering, finance, government relations, human resources, information security, law, marketing and sales, network operations, or supply management, just to name a few. There are so many opportunities from which to choose. As an organization, we prioritize promoting from within the Postal Service™ team whenever possible.

Many carriers move into a position as a Carrier Technician, carrying a different route each day to cover other carriers' routes on their days off, or Customer Services Supervisor, supervising delivery and retail operations. Examples of additional opportunities include becoming a Postmaster, who manages a post office, or a Customer Services Manager, who manages delivery and retail operations.

You may move through these or other positions as openings become available and depending on your skills and career goals.

## Survey

Please take a moment to complete a short, voluntary survey about your orientation experience using the QR code below.



# Rural Carrier Associate Overview\*\*

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Rural Carrier Associates, or RCAs, are non-career bargaining employees. When positions are represented by unions, they are referred to as bargaining, or craft, positions. Several different unions represent bargaining unit employees and negotiate on their behalf on a variety of matters, including hours, pay, benefits, and work conditions.

As an RCA, you are the face of our organization for many of our customers. You provide customers along a rural route with a variety of services, including delivering and collecting mail and selling stamps, supplies, and money orders. You deliver and pick up mail at every home and business and may pick up mail from blue collection boxes at specific times. You deliver and collect mail under varying road and weather conditions.

RCAs deliver a specific route and usually deliver from a vehicle. RCAs are hired to service a specific rural route for a Regular Rural Carrier's scheduled days off. You may also provide coverage when a route is vacant during the selection process for a new Regular Rural Carrier.

At the beginning of your day, you will gather the sorted letters, flats, and packages for your route for that day. You will sometimes receive mail that is not in Delivery Point Sequence (DPS) order. If this happens, you will manually sort that mail. This is called "casing the mail." Packages are sorted into hampers by route for you. Once your mail is sorted and ready, you will load your vehicle. Some rural routes require you to use your personally owned vehicle (POV) to deliver the mail. For routes that require POV's, it is your responsibility to ensure you have a vehicle to use for delivery during that time.

As you deliver and pick up the mail, you will use a handheld barcode scanner to scan location barcodes and the mail itself. This way we know where you are on your route, when mail was picked up or delivered, and can provide customers with tracking information. When you have completed your route, you will take any collected mail back to the delivery unit. (Specific details on how to complete routes will be provided in Carrier Academy).

- Consult the job description for your position in the Participant Guide Appendix.

## Training

After orientation, employees performing carrier duties will participate in a shadow day, which is when you will follow an experienced carrier to see how to deliver the mail.

You will attend a four-day Carrier Academy session to learn how to deliver mail. Then, you will report to your work location where you will become familiar with your facility and meet your coworkers.

As you enter the postal environment, you will be surrounded by new processes, new terminology, and new expectations. To assist you with becoming acclimated, you may be assigned an on-the-job instructor (OJI) to help you grow in your position.

## Schedule/Terms of Work

You are hired for a term of work not exceeding 360 calendar days, after which, there must be a break in service of up to five-days.

You will be assigned a schedule based on the needs in your unit by your supervisor. Work is available usually on Saturdays and Sundays, then on an as-needed basis to cover rural carrier absences.

## Compensation

### Pay

For the first ten weeks, while you are learning how to deliver, you will be paid hourly. Once you have been fully trained, you will be paid based on your evaluated route. Routes are evaluated based on the amount of time it takes to deliver that route. If a route is evaluated at six hours, you will be paid for six hours, even if it takes you more or less time to deliver the route.

You will use a PS Form 1234, *Utility Card*, to manually record your time when you are not serving a route. Use a PS Form 4240, *Rural Carrier Trip Report*, when servicing a whole route. It is your responsibility to ensure your time is recorded accurately and to bring any errors to your supervisor's attention.

### Leave

Please refer to your applicable collective bargaining agreement (CBA) for specific leave information and requirements.

#### *Annual Leave*

The Postal Service provides annual leave for rest, recreation, emergency purposes, and illness or injury. Annual leave is earned based on the number of hours in which you are in a pay status each pay period. Employees with a start date after the first Monday of a pay period do not receive leave credit for service performed during that pay period.

You earn one hour of annual leave for every 20 hours worked each pay period. Annual leave is credited at the end of each biweekly pay period. You must earn annual leave hours prior to use and cannot exceed the number of hours you have accrued. Approval of annual leave requests is subject to the needs of the service and is determined in seniority order.

### Benefits

When you are hired, you have 60 days from your hire date, also called your entrance on duty date (EOD), to enroll in benefits for which you are eligible.

#### *New Hire Guide*

For more details about benefits and how to enroll in them, refer to the New Hire Guide. It is a separate guide that will be mailed to your address of record and will walk you through each option.

#### *Health Benefits*

You are immediately eligible for the USPS Health Benefits (USPSHB) Plan with no waiting period.

You can access health benefit information from LiteBlue>MyHR> Benefits> under the Insurance header. Make selections by accessing LiteBlue>PostalEase> Benefits and use the USPS Health Benefits Plan link. Or you can contact Human Resources Shared Service Center (HRSSC): PostalEase at 1-877-477-3273 Option 1.

**Federal Employees Dental and Vision Insurance Plan (FEDVIP).** You have access to (FEDVIP). While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable. This is because premium contributions are not subject to taxes. If you are interested FEDVIP, you will need to access an outside website. Details can be found in your new hire guide.

You may be eligible to enroll in a different health plan, Federal Employee Health Benefits Program (FEHB), after one year of continuous employment, excluding any break in service of 5 days or less.



## Your Future with the Postal Service

There are many pathways for development and advancement in the Postal Service.

### Conversion

An RCA may be renewed for another 360 days, depending on the needs of the postal service. For specific procedures on renewal or conversion, refer to your CBA. Many career employees started in non-career positions, just like you. When career positions are vacated, the most senior non-career employee in that craft may have the opportunity to convert to a career position.

### Career Paths

Non-career employees can become career employees through conversion or by applying for a career position externally at USPS.com. From a career position, there are many opportunities available to you if you are interested in advancement.

You can pursue a wide array of opportunities including within communications, customer service, delivery operations, engineering, finance, government relations, human resources, information security, law, marketing and sales, network operations, or supply management, just to name a few. There are so many opportunities from which to choose. As an organization, we prioritize promoting from within the Postal Service™ team whenever possible.

Many rural carriers move into a position as a Customer Services Supervisor, who supervises delivery and retail operations. Examples of additional opportunities include becoming a Postmaster, who manages a post office, or a Customer Services Manager, who manages delivery and retail operations.

You may move through all these positions on your journey, or you may skip positions to better fit your skills and career goals.

## Survey

Please take a moment to complete a short, voluntary survey about your orientation experience using the QR code below.



# Postal Support Employee Overview \*\*

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Postal Support Employees, or PSEs, are non-career bargaining employees. When positions are represented by unions, they are referred to as bargaining, or craft, positions. Several different unions represent bargaining unit employees and negotiate on their behalf on a variety of matters, including hours, pay, benefits, and work conditions.

As a Postal Support Employee, you will work in either the post office, often known as a delivery unit, or a processing facility.

## *Delivery Unit PSE*

In a delivery unit, PSEs often work as retail clerks, selling stamps, shipping supplies, accepting mail, and interfacing with customers at a post office. This is often referred to as working the window. You will ensure the item is mailable, collect the right postage, and sort the outgoing mail into carts by type to await transportation. You will receive specialized training on how to work the software, what you can and cannot accept, and our products and services.

PSEs can also scan packages, sort mail, and specialize in passport services. You may be asked to do a split shift, three hours in the morning and three hours in the afternoon, depending on the work needed. You and your supervisor will discuss your hours when you report to your work location.

As you are assigned tasks, the supervisor will let you know how long the task should take so you can stay within expectations. The Postal Service evaluates tasks to determine how long they take based on a specific amount of mail. The supervisor will look at how much mail was received for that task on a given day and adjust the time accordingly. The supervisor will allow more time for days when there is more mail, and less on days with less volume.

In the afternoon, you place signs, called placards, on all outgoing mail and prepare it for the processing facility. You will sort mail by type – letters, flats, and parcels. Once the mail is ready for transportation, you will use handheld scanners to record that the mail is ready to load and scan again when it is loaded.

## *Processing PSE*

In a processing facility, PSEs may be assigned to many areas. These include the incoming dock, letter, flat, or package processing, and manual operations. Generally, PSEs sort and distribute mail for dispatch to the dock and transportation and eventually delivery.

On the inbound dock, as trucks and trailers bring mail into the facility, PSEs verify that mail is labeled correctly. PSEs prepare mail for sortation, operate sorting machines, remove mail that will not sort on the machines, clear jams, pull mail off the machine, and put mail in containers to be taken to the dock.

- Consult the job description for your position in the Participant Guide Appendix.

## Training

As you enter the postal environment, you will be surrounded by new processes, new terminology, and new expectations. After orientation, report to your work location for facility familiarization, and to meet your coworkers. To assist you with becoming acclimated, you may be assigned an on-the-job instructor (OJI) to help you grow in your position.

## Schedule/Terms of Work

You are hired for a term of work not exceeding 360 calendar days, after which, there must be a break in service of up to five-days.

You will be assigned a schedule based on the needs in your unit by your supervisor. Scheduled workdays include weekends and holidays. Your start time or days off may be modified. You will be notified of any changes in your assigned schedule.

## Compensation

### Pay

You are paid hourly for work performed. You are responsible for clocking in and out correctly and notifying your supervisor of any clock ring errors to ensure you are compensated correctly.

### Leave

Please refer to your applicable collective bargaining agreement (CBA) for specific leave information and requirements.

#### *Annual Leave*

The Postal Service provides annual leave for rest, recreation, emergency purposes, and illness or injury. Annual leave is earned based on the number of hours in which you are in a pay status each pay period. Employees with a start date after the first Monday of a pay period do not receive leave credit for service performed during that pay period.

You earn up to one hour of annual leave for every 20 hours worked each pay period. Annual leave is credited at the end of each biweekly pay period. You must earn annual leave hours prior to use and cannot exceed the number of hours you have accrued. Approval of annual leave requests is subject to the needs of the service and is determined in seniority order.

#### *Holiday Pay*

You are eligible for holiday pay for the following seven holidays: New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. However, you may be required to work holidays, especially during the Christmas season, which we refer to as peak season. If so, you will receive holiday pay, and be eligible for additional overtime pay, depending on the hours worked. You may also elect to have your annual leave balance credited in lieu of receiving holiday pay.

You receive holiday pay based on the size of your office. You are encouraged to ask your supervisor for details on holiday pay at your reporting location. For specifics on holiday pay procedures, consult the CBA.

### Benefits

When you are hired, you have 60 days from your hire date, also called your entrance on duty date (EOD), to enroll in benefits for which you are eligible.

#### *New Hire Guide*

For more details about benefits and how to enroll in them, refer to the New Hire Guide. It is a separate guide that will be mailed to your address of record and will walk you through each option.

#### *Health Benefits*

You can access health benefit information from LiteBlue>MyHR> Benefits> under the Insurance header. Make selections by accessing LiteBlue>PostalEase> Benefits and use the USPS Health Benefits Plan link. Or you can contact Human Resources Shared Service Center (HRSSC): PostalEase at 1-877-477-3273 Option 1.

**Federal Employees Dental and Vision Insurance Plan (FEDVIP).** You have access to (FEDVIP). While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable. This is because premium contributions are not subject to taxes. If you are interested FEDVIP, you will need to access an outside website. Details can be found in your new hire guide.

You may be eligible to enroll in a different health plan, Federal Employee Health Benefits Program (FEHB), after one year of continuous employment, excluding any break in service of 5 days or less.

## Your Future with the Postal Service

There are many pathways for development and advancement in the Postal Service.

### Conversion

A PSE may be renewed for another 360 days depending on the needs of the Postal Service. For specific procedures on renewal or conversion, refer to your CBA. Many career employees started in non-career positions, just like you. When career positions are vacated, the most senior non-career employee in that craft may have the opportunity to convert to a career position.

If a non-career PSE is not converted to a permanent career position after 24 months of service, they are converted automatically. \*\*Conversion after 24 months does not apply to PSEs in POSTPlan offices.

### Career Paths

Non-career employees can become career employees through conversion or by applying for a career position externally at USPS.com. From a career position there are many opportunities available to you if you are interested in advancement.

You can pursue a wide array of opportunities including communications, customer service, delivery operations, engineering, finance, government relations, human resources, information security, law, marketing and sales, network operations, or supply management, just to name a few. There are so many opportunities from which to choose. As an organization, we prioritize promoting from within the Postal Service™ team whenever possible.

### *Delivery Opportunities*

In a delivery office, many PSEs move into a position as either a Sales and Services Associate, working with the public selling postal products at a retail window, or a Distribution Clerk, assisting with mail distribution and sortation for PO Boxes and delivery routes. Examples of additional opportunities include becoming a Postmaster, who manages a post office, or a Customer Services Manager, who manages delivery and retail operations.

### *Processing Opportunities*

In a processing facility, many PSEs move into a position as either a Lead Mail Processing Clerk, serving as a working leader to one or more mail processing functions, or a Supervisor, Distribution Operations, supervising a mail processing function.

Additional opportunities include Manager, Distribution Operations, managing processing operations; Operations Support Specialists, providing analysis of operations, developing sort plans, and recommending process and service improvements; Manager, Processing Support, managing ongoing review and improvements to quality performance at processing facilities; or as a Plant Manager, responsible for managing all operations at a processing facility.

## Survey

Please take a moment to complete a short, voluntary survey about your orientation experience using the QR code below.



# Mail Handler Assistant Overview\*\*

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Mail Handler Assistants, or MHAs, are non-career bargaining employees. When positions are represented by unions, they are referred to as bargaining, or craft, positions. Several different unions represent bargaining unit employees and negotiate on their behalf on a variety of matters, including hours, pay, benefits, and work conditions.

As a MHA, you load, unload, and move mail and packages, and perform other duties incidental to the movement and processing of mail. You may be in a post office, known as a delivery unit, or in a processing facility.

## *Processing MHA*

In a processing facility, MHAs may be assigned to many areas. These include the inbound and outbound docks, processing, and general duties in the facility. As mail is received on the dock, MHAs load and unload trailers, scan mail, and sort mail into containers for the right operation. MHAs also interact with drivers and other postal employees on the dock.

MHAs move the mail to sortation and then to individual processing operations for letters, flats, and parcels. Often you will presort mail so that it will run smoothly on the machines. On the outbound dock, the duties are similar to the inbound dock duties: load trailers and scan containers. The mail goes to a delivery unit, another processing facility, or an airport for transport via plane.

MHAs are also responsible for ensuring the facility is kept clear of extra equipment, such as empty trays and containers that are not being used.

## *Delivery MHA*

If you are a MHA working in a delivery unit, you may load mail onto trucks. When mail arrives at a delivery unit, MHAs unload mail from trucks and assist with moving mail into the facility.

- Consult the job description for your position in the Participant Guide Appendix.

## Training

As you enter the postal environment, you will be surrounded by new processes, new terminology, and new expectations. After orientation, report to your work location for facility familiarization, and to meet your coworkers. To assist you with becoming acclimated, you may be assigned an on-the-job instructor (OJI) to help you grow in your position.

## Schedule/Terms of Work

You are hired for a term of work not exceeding 360 calendar days, after which, there must be a break in service of up to five-days.

You will be assigned a schedule based on the needs in your unit by your supervisor. Scheduled workdays include weekends and holidays. Your start time or days off may be modified. You will be notified of any changes in your assigned schedule.



## Compensation

### Pay

You are paid hourly for work performed. You are responsible for clocking in and out correctly and notifying your supervisor of any clock ring errors to ensure you are compensated correctly.

### Leave

Please refer to your applicable collective bargaining agreement (CBA) for specific leave information and requirements.

#### *Annual Leave*

The Postal Service provides annual leave for rest, recreation, emergency purposes, and illness or injury. Annual leave is earned based on the number of hours in which you are in a pay status each pay period. Employees with a start date after the first Monday of a pay period do not receive leave credit for service performed during that pay period.

You earn up to one hour of annual leave for every 20 hours worked each pay period. Annual leave is credited at the end of each biweekly pay period. You must earn annual leave hours prior to use and cannot exceed the number of hours you have accrued. Approval of annual leave requests is subject to the needs of the service and is determined in seniority order. Please refer to your applicable collective bargaining agreement for specific leave benefits and requirements.

#### *Holiday Pay*

You are eligible for holiday pay for the following seven holidays: New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. However, you may be required to work holidays, especially during the Christmas season, which we refer to as peak season. If so, you will receive holiday pay, and be eligible for additional overtime pay, depending on the hours worked. You may also elect to have your annual leave balance credited in lieu of receiving holiday pay.

You receive holiday pay based on the size of your office. You are encouraged to ask your supervisor for details on holiday pay at your reporting location. For specifics on holiday pay procedures, consult the CBA.

### Benefits

When you are hired, you have 60 days from your hire date, also called your entrance on duty date (EOD), to enroll in benefits for which you are eligible.

#### *New Hire Guide*

For more details about benefits and how to enroll in them, refer to the New Hire Guide. It is a separate guide that will be mailed to your address of record and will walk you through each option.

#### *Health Benefits*

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You may be eligible to enroll in a different health plan, Federal Employee Health Benefits Program (FEHB), after one year of continuous employment, excluding any break in service of 5 days or less.

## Your Future with the Postal Service

There are many pathways for development and advancement in the Postal Service.

### Conversion

A non-career MHA may be renewed for another 360 days, depending on the needs of the service. For specific procedures on renewal or conversion, refer to your CBA. Many career employees started in non-career positions, just like you. When career positions are vacated, the most senior non-career employee in that craft may have the opportunity to convert to a career position.

If an MHA is not converted to a permanent career position after 24 months of service, they are converted automatically.

### Career Paths

Non-career employees can become career employees through conversion or by applying for a career position externally at USPS.com. From a career position, there are many opportunities available to you if you are interested in advancement.

You can pursue a wide array of opportunities including communications, customer service, delivery operations, engineering, finance, government relations, human resources, information security, law, marketing and sales, network operations, or supply management, just to name a few. There are so many opportunities from which to choose. As an organization, we prioritize promoting within the Postal Service™ team whenever possible.

### *Processing Opportunities*

In a processing facility, many MHAs move into a position as a Mail Handler. Additional opportunities include a Supervisor, Distribution Operations, supervising a mail processing function; Manager, Distribution Operations, managing processing operations; Operations Support Specialists, providing analysis of operations, developing sort plans, and recommending process and service improvements; Manager, Processing Support, managing ongoing review and improvements to quality performance at processing facilities; or Plant Manager, responsible for managing all operations at a processing facility.

### *Delivery Opportunities*

In a delivery office, many MHAs move into a position as a Mail Handler. Additional opportunities include as either a Postmaster, who manages a post office, or a Customer Services Manager, who manages delivery and retail operation

## Survey

Please take a moment to complete a short, voluntary survey about your orientation experience using the QR code below.



# Part-Time Flexible Rural Carrier Overview\*\*

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Part-Time Flexible (PTF) rural carriers are career bargaining employees. When positions are represented by unions, they are referred to as bargaining, or craft, positions. Several different unions represent bargaining unit employees and negotiate on their behalf on a variety of matters, including hours, pay, benefits, and work conditions.

As a rural carrier, you are the face of our organization for many of our customers. You provide customers along a rural route with a variety of services, including delivering and collecting mail and selling stamps, supplies, and money orders. You deliver and pick up mail at every home and business and may pick up mail from blue collection boxes at specific times. You deliver and collect mail under varying road and weather conditions. RCAs deliver a specific route and usually deliver from a vehicle.

At the beginning of your day, you will gather the sorted letters, flats, and packages for your route for that day. You will sometimes receive mail that is not in Delivery Point Sequence (DPS) order. If this happens, you will manually sort that mail. This is called “casing the mail.” Packages are sorted into hampers by route for you. Once your mail is sorted and ready, you will load your vehicle. Some rural routes require you to use your personally owned vehicle (POV) to deliver the mail. For routes that require POVs, it is your responsibility to ensure you have a vehicle to use for delivery during that time.

As you deliver and pick up the mail, you will use a handheld barcode scanner to scan location barcodes and the mail itself. This way we know where you are on your route, when mail was picked up or delivered, and can provide customers with tracking information. When you have completed your route, you will take any collected mail back to the delivery unit. (Specific details on how to complete routes will be provided in Carrier Academy).

- Consult the job description for your position in the Participant Guide Appendix.

## Training

After orientation, employees performing carrier duties will participate in a shadow day, which is when you will follow an experienced carrier to see how to deliver the mail. You will attend a four-day Carrier Academy session to learn how to deliver mail. Then, you will report to your work location where you will become familiar with your facility and meet your coworkers.

As you enter the postal environment, you will be surrounded by new processes, new terminology, and new expectations. To assist you with becoming acclimated, you may be assigned an on-the-job instructor (OJI) to help you grow in your position.

## Schedule/Terms of Work

You work part-time and are guaranteed a minimum set number of hours; however, you may work more than 40 hours in a week, depending on the needs of your unit, and your scheduled workdays may include weekends and holidays.

## **Compensation**

### Pay

Routes are evaluated to assess the amount of time it takes to deliver that route. You are paid based on the route evaluation. If a route is evaluated at six hours, you will be paid for six hours. If it takes five hours or seven hours to deliver that route, you will be paid for six. You will use a PS Form 1234, *Utility Card* to manually record your time when you are not serving a route. Use a PS Form 4240, *Rural Carrier Trip Report*, when servicing a whole route. It is your responsibility to ensure your time is recorded accurately and bring any errors to your supervisor’s attention.

## Leave

Please refer to your applicable collective bargaining agreement (CBA) for more information on leave and requirements. The CBA is more specific and controls over anything summarized in this document to the contrary.

### *Annual Leave*

Annual leave requests are subject to the needs of the service and are determined in seniority order. PTFs accrue annual leave when they are in a pay status. PTFs are eligible to accrue up to 4, 6, or 8 hours of annual leave per pay period, based on tenure; with new PTFs generally starting at up to 4 hours. Additional provisions for former military personnel and individuals with prior Federal service may affect annual leave accrual.

### *Sick Leave*

PTFs earn one hour of sick leave for each unit of 20 hours in a pay status, up to 104 hours per 26 pay period leave year. Sick leave for PTFs is not subject to the qualifying period, may be carried over from year to year, and has no maximum accumulation limit. There may be additional provisions that have been bargained for locally in your assigned unit. Ask your OJI or supervisor for information on any local leave provisions.

## Benefits

When you are hired, you have 60 days from your hire date, also called your entrance on duty date (EOD), to enroll in benefits for which you are eligible.

### *New Hire Guide*

For more details about benefits and how to enroll in them, refer to the New Hire Guide. It is a separate guide that will be mailed to your address of record and will walk you through each option.

### *Health Benefits*

You may be eligible for health insurance under the Federal Employees Health Benefits Program (FEHB). There are many plans under the FEHB: including Fee-For-Service, Health Maintenance Organizations (HMOs), and High Deductible and Consumer-Driven Health Plans. You can access health benefit information from LiteBlue>MyHR> Benefits> under the Insurance header. Make selections by accessing LiteBlue>PostalEase> Benefits and use the USPS Health Benefits Plan link. Or you can contact Human Resources Shared Service Center (HRSSC): PostalEase at 1-877-477-3273 Option 1.

### *Additional Benefits*

**Federal Employees Dental and Vision Insurance Plan (FEDVIP).** You have access to (FEDVIP). While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable. This is because premium contributions are not subject to taxes. If you are interested in FEDVIP, you will need to access an outside website. Details can be found in your new hire guide.

**Thrift Savings Plan retirement account.** You are automatically enrolled at the federally mandated percentage. You can choose to modify your TSP contributions via PostalEase.

**Federal Employee Group Life insurance (FEGLI).** The USPS pays for your basic life insurance election. Additional coverage is available at your expense.

**Federal Long-Term Care Insurance Plan (FLTCIP).** You are eligible to participate in the Federal Long-Term Care Insurance Plan (FLTCIP) if you are eligible for FEHB. FLTCIP insures for the cost of receiving long-term care (for example, nursing home, assisted living, or in-home care), which typically is not covered by an individual's health insurance or Medicare.

**Annual Leave Exchange.** If you are eligible for this option, you will receive additional communication on your status.

**Federal Employee Retirement System, or FERS, pension benefits.** You are automatically enrolled, and contributions are automatically deducted from your pay.

**Flexible Spending Account, or FSA,** which provides the opportunity to set aside pre-tax dollars for everyday medical, vision, dental, and dependent care costs. Employees eligible to participate in FEHB may also participate in the Flexible Spending Accounts (FSA) Program. Tax-free FSA contributions can be used to cover most out-of-pocket health care and dependent care (day care) expenses.

**Long-Term Care Insurance.** This insures for the cost of long-term care not typically covered by primary health insurance.

**Commuter benefits.** Pretax benefits for commute-related costs.

Remember, your Collective Bargaining Agreement can affect your benefits options. Refer to your CBA for specific details.

## Your Future with the Postal Service

There are many pathways for development and advancement in the Postal Service.

### Career Paths

As a PTF, you can apply for full-time career positions. As a career employee, you may change positions or pursue management positions using eCareer and eReassign. eRetire allows you to access information about retirement.

You can pursue a wide array of opportunities including communications, customer service, delivery operations, engineering, finance, government relations, human resources, information security, law, marketing and sales, network operations, or supply management, just to name a few. There are so many opportunities from which to choose. As an organization, we prioritize promoting from within the Postal Service™ team whenever possible.

Many carriers move into a position as a Carrier Technician, carrying a different route each day to cover other carriers' routes on their days off, or Customer Services Supervisor, supervising delivery and retail operations. Examples of additional opportunities include becoming a Postmaster, who manages a post office, or a Customer Services Manager, who manages delivery and retail operations.

Many rural carriers move into a position as a Customer Services Supervisor, who supervises delivery and retail operations. Examples of additional opportunities include becoming a Postmaster, who manages a post office, or a Customer Services Manager, who manages delivery and retail operations.

You may move through all these positions on your journey, or you may skip positions to better fit your skills and career goals.

## Survey

Please take a moment to complete a short, voluntary survey about your orientation experience using the QR code below.





# Part-Time Flexible City Carrier Overview\*\*

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Part-Time Flexible (PTF) city carriers are career bargaining employees. When positions are represented by unions, they are referred to as bargaining, or craft, positions. Several different unions represent bargaining unit employees and negotiate on their behalf on a variety of matters, including hours, pay, benefits, and work conditions.

As a city carrier, you are the face of our organization for many of our customers. City carriers deliver and collect mail on a route. There are several types of carrier routes. A common route for a city carrier is called a park and loop route, in which you drive to a central location, park your vehicle, and deliver the mail for that section of your route as you walk to individual addresses. Once that area is complete, you drive to the next location, park, and deliver the next section. Another typical route is a mounted route. For these routes, you deliver letters and flats from the vehicle and dismount the vehicle to deliver packages that do not fit in the mailbox.

Each day carriers receive instructions on which route to deliver. Routes are adjusted to account for the mail you have that day. While you are learning how to deliver, adjustments may be made to the time normally assessed for the route. If you have a route that takes less than eight hours to deliver, you may be assigned to assist another carrier who has more volume than normal or who needs assistance.

Carriers gather sorted letters, flats, and packages each day. Sometimes the unit receives mail that is not in Delivery Point Sequence (DPS) order. If this happens, you will manually sort that mail. This is called “casing the mail.” Packages are sorted into hampers by route for you. Once your mail is sorted and ready, you load the delivery vehicle.

As you deliver and pick up the mail, you will use a handheld barcode scanner to scan location barcodes and the mail itself. This way we know where you are on your route, when mail was picked up or delivered, and can provide customers with tracking information. When you have completed your route, you will take any collected mail back to the delivery unit. (Specific details on how to complete routes will be provided in Carrier Academy).

- Consult the job description for your position in the Participant Guide Appendix.

## Training

After orientation, employees performing carrier duties will participate in a shadow day, which is when you will follow an experienced carrier to see how to deliver the mail.

You will also attend Driving Academy. Currently, the most common delivery vehicle we use is a Long-Life Vehicle (LLV). They are right-hand drive vehicles. Driving Academy provides specific training so that you can safely operate the vehicle on your route.

You will attend a four-day Carrier Academy session to learn how to deliver mail. Then, you will report to your work location where you will become familiar with your facility and meet your coworkers.

As you enter the postal environment, you will be surrounded by new processes, new terminology, and new expectations. To assist you with becoming acclimated, you may be assigned an on-the-job instructor (OJI) to help you grow in your position.

## Schedule/Terms of Work

You are guaranteed a minimum set number of hours; however, you may work more than 40 hours in a week, depending on the needs of your unit, and your scheduled workdays may include weekends and holidays.

## Compensation

### Pay

You are paid hourly for work performed. You are responsible for recording your work hours. You are responsible for clocking in and out correctly and notifying your supervisor of any clock ring errors to ensure you are compensated correctly.

### Leave

Please refer to your applicable collective bargaining agreement (CBA) for specific leave information and requirements.

#### *Annual Leave*

Annual leave requests are subject to the needs of the service and are determined in seniority order. PTFs accrue annual leave when they are in a pay status. PTFs are eligible to accrue up to 4, 6, or 8 hours of annual leave per pay period, based on tenure; with new PTFs generally starting at up to 4 hours. Additional provisions for former military personnel and individuals with prior Federal service may affect annual leave accrual.

#### *Sick Leave*

PTFs accrue one hour of sick leave for each unit of 20 hours in a pay status, up to 104 hours per 26 pay period leave year. There may be additional provisions that have been bargained locally in your assigned unit. Please refer to your applicable collective bargaining agreement for specific leave benefits and requirements.

### Benefits

When you are hired, you have 60 days from your hire date, also called your entrance on duty date (EOD), to enroll in benefits for which you are eligible.

#### *New Hire Guide*

For more details about benefits and how to enroll in them, refer to the New Hire Guide. It is a separate guide that will be mailed to your address of record and will walk you through each option.

#### *Health Benefits*

You may be eligible for health insurance under the Federal Employees Health Benefits Program (FEHB). There are many plans under the FEHB: including Fee-For-Service, Health Maintenance Organizations (HMOs), and High Deductible and Consumer-Driven Health Plans. You can access health benefit information from LiteBlue>MyHR> Benefits> under the Insurance header. Make selections by accessing LiteBlue>PostalEase> Benefits and use the USPS Health Benefits Plan link. Or you can contact Human Resources Shared Service Center (HRSSC): PostalEase at 1-877-477-3273 Option 1.

#### *Additional Benefits*

**Federal Employees Dental and Vision Insurance Plan (FEDVIP).** You have access to (FEDVIP). While employees pay the full cost of this benefit, this group insurance offers excellent coverage at rates made even more affordable. This is because premium contributions are not subject to taxes. If you are interested FEDVIP, you will need to access an outside website. Details can be found in your new hire guide.

**Thrift Savings Plan retirement account.** You are automatically enrolled at the federally mandated percentage. You can choose to modify your TSP contributions via PostalEase.

**Federal Employee Group Life insurance (FEGLI).** The USPS pays for your basic life insurance election. Additional coverage is available at your expense.

**Federal Long-Term Care Insurance Plan (FLTCIP).** You are eligible to participate in the Federal Long-Term Care Insurance Plan (FLTCIP) if you are eligible for FEHB. FLTCIP insures for the cost of receiving long-term care (for example, nursing home, assisted living, or in-home care), which typically is not covered by an individual's health insurance or Medicare.

**Annual Leave Exchange.** If you are eligible for this option, you will receive additional communication on your status.

**Federal Employee Retirement System, or FERS, pension benefits.** You are automatically enrolled, and contributions are automatically deducted from your pay.

**Flexible Spending Account, or FSA,** which provides the opportunity to set aside pre-tax dollars for everyday medical, vision, dental, and dependent care costs. Employees eligible to participate in FEHB may also participate in the Flexible Spending Accounts (FSA) Program. Tax-free FSA contributions can be used to cover most out-of-pocket health care and dependent care (day care) expenses.

**Long-Term Care Insurance.** This insures for the cost of long-term care not typically covered by primary health insurance.

**Commuter benefits.** Pretax benefits for commute-related costs.

Remember, your Collective Bargaining Agreement can affect your benefits options. Refer to your CBA for specific details.

## Your Future with the Postal Service

There are many pathways for development and advancement in the Postal Service.

### Career Paths

As a PTF, you can apply for full-time career positions. As a career employee, you may change positions or pursue management positions using eCareer and eReassign. eRetire allows you to access information about retirement.

You can pursue a wide array of opportunities including communications, customer service, delivery operations, engineering, finance, government relations, human resources, information security, law, marketing and sales, network operations, or supply management, just to name a few. There are so many opportunities from which to choose. As an organization, we prioritize promoting from within the Postal Service™ team whenever possible.

Many carriers move into a position as a Carrier Technician, carrying a different route each day to cover other carriers' routes on their days off, or Customer Services Supervisor, supervising delivery and retail operations. Examples of additional opportunities include becoming a Postmaster, who manages a post office, or a Customer Services Manager, who manages delivery and retail operations. You may move through all these positions on your journey, or you may skip positions to better fit your skills and career goals.

## Survey

Please take a moment to complete a short, voluntary survey about your orientation experience using the QR code below.



# Career Employee Overview (Non-PTF)\*\*

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Career bargaining employees (Non-PTF). When positions are represented by unions, they are referred to as bargaining, or craft, positions. Several different unions represent bargaining unit employees and negotiate on their behalf on a variety of matters, including hours, pay, benefits, and work conditions.

Career employees fulfill a variety of roles. You may perform city or rural carrier duties, handle mail, or provide support services. Tractor Trailer Operators and Motor Vehicle Operators drive vehicles and transport mail between facilities. Maintenance Mechanics, Electronic Technicians, and Custodians typically support operations and ensure we have clean and safe facilities.

- Consult the job description for your position in the Participant Guide Appendix.

## Training

When you report to your work location, we will familiarize you with your facility, and you will meet your coworkers.

As you enter the postal environment, you will be surrounded by new processes, new terminology, and new expectations. To assist you with becoming acclimated, you may be assigned an on-the-job instructor (OJI) to help you grow in your position.

## Schedule/Terms of Work

You are assigned a schedule based on the needs in your unit, and your scheduled workdays may include weekends and holidays.

## **Compensation**

### Pay

You are paid hourly for work performed. You are responsible for recording your work hours. You are responsible for clocking in and out correctly and notifying your supervisor of any clock ring errors to ensure you are compensated correctly.

### Leave

Please refer to your applicable collective bargaining agreement (CBA) for specific leave information and requirements.

#### *Annual Leave*

Annual leave requests are subject to the needs of the service and are determined in seniority order. Full-time career employees accrue 4, 6, or 8 hours of annual leave per pay period, based on tenure. You will start with four hours of annual leave accrued per pay period. Additional provisions for former military personnel and individuals with prior Federal service may affect annual leave accrual.

#### *Sick Leave*

Full-time career employees accrue four hours of sick leave for every 4 hours worked for each full biweekly pay period, up to 104 hours per 26 pay period leave year.

#### *Holiday Pay*

Full-time career employees receive holiday pay for the following holidays: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday/Presidents' Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

### Benefits

When you are hired, you have 60 days from your hire date, also called your entrance on duty date (EOD), to enroll in benefits for which you are eligible.

### *New Hire Guide*

For more details about benefits and how to enroll in them, refer to the New Hire Guide. It is a separate guide that will be mailed to your address of record and will walk you through each option.

### *Health Benefits*

You may be eligible for health insurance under the Federal Employees Health Benefits Program (FEHB). There are many plans under the FEHB: including Fee-For-Service, Health Maintenance Organizations (HMOs), and High Deductible and Consumer-Driven Health Plans. You can access health benefit information from LiteBlue>MyHR> Benefits> under the Insurance header. Make selections by accessing LiteBlue>PostalEase> Benefits and use the USPS Health Benefits Plan link. Or you can contact Human Resources Shared Service Center (HRSSC): PostalEase at 1-877-477-3273 Option 1.

### *Additional Benefits*

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**Long-Term Care Insurance.** This insures for the cost of long-term care not typically covered by primary health insurance.

**Commuter benefits.** Pretax benefits for commute-related costs.

Remember, your Collective Bargaining Agreement can affect your benefits options. Refer to your CBA for specific details.



## Your Future with the Postal Service

There are many pathways for development and advancement in the Postal Service.

### Career Paths

As a career employee, you may change positions or pursue management positions using eCareer and eReassign. eRetire allows you to access information about retirement.

You can pursue a wide array of opportunities including communications, customer service, delivery operations, engineering, finance, government relations, human resources, information security, law, marketing and sales, network operations, or supply management, just to name a few. There are so many opportunities from which to choose. As an organization, we prioritize promoting within the Postal Service™ team whenever possible.

From a career position, there are many opportunities available to you if you are interested in advancement. You may move through all these positions on your journey, or you may apply to positions that best fit your skills and career goals.

### **Survey**

Please take a moment to complete a short, voluntary survey about your orientation experience using the QR code below.





# **Welcome to the United States Postal Service: Orientation**

**District Facilitator Guide  
January 2024  
NSN: 7610-19-000-1749**

United States Postal Service  
475 L'Enfant Plaza SW  
Washington, DC 20260-4215



## Use of Materials

This guide is intended to be used during the Welcome to the United States Postal Service® Orientation for informational reference purposes only. It has been prepared in conformance with existing USPS® regulations, policies, rules, procedures, and standards and does not represent the establishment of new regulations, policies, rules, procedures, or standards, nor does it provide additional employee rights, privileges, or remedies, or place additional obligations on the Postal Service.

Furthermore, this guide does not contain nor constitute a change to any current handbook, manual, instruction, memoranda, publication, or published regulation of the Postal Service. It is not to be regarded by management, the Unions, or employees covered by a National Collective Bargaining Agreement as a handbook and does not have the force and effect of a document issued pursuant to Article 19.

Employees must consult, be familiar with, and understand the applicable regulations, policies, rules, procedures, and standards. In the case of an inconsistency, rely upon official postal regulations, policies, rules, procedures, and standards in lieu of this guide.

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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 will 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.

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 of 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. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

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 and 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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# Module 1: Welcome to the USPS

## Objectives:

Upon completion of this module, you will be able to:

- Accept the Oath of Office.
- Describe the structure and mission of the U.S. Postal Service, including the five core components of the Delivering for America Plan.
- Explain the meaning of universal service.
- Describe mailflow.
- Describe your general job duties.

## Time Allocated for Module:

- 1 hour 15 minutes

## Instructional Methods:

- Self-study
- Question and Answer Discussion
- Video

## Participant Material Used:

- Participant Guide
- Job-Specific Overview

## Media Required:

- ACE Computer/LCD projector



## **Introduction**

- ▶▶ **District Facilitator: Welcome participants.**
- **Introduce yourself to the class. Discuss your role in orientation, your postal experience, and share something interesting about yourselves.**

## **Welcome**

**District Facilitator: We are excited you have decided to join the Postal Service and today we look forward to introducing you to the organization and preparing you for your new role.**

- **The first step is the Welcome to USPS orientation program.**
- **We will have an 8-hour day, with breaks and lunch. The class will end at \_\_\_\_\_.**

### **District Facilitator:**

- **Today, we will orient you to our culture and your role in the organization. We want you to know why you should be proud to be a part of the Postal Service.**
- **Then, we discuss our commitment to you.**
  - **There are many regulations we follow as a federal organization that uphold our reputation as a conscientious employer.**
  - **A safe and inclusive workplace for all employees is a core value of our organization.**
  - **We will review compensation, leave, benefits, and will share career and development opportunities with the Postal Service.**
- **Next, we discuss your responsibilities to us as a conscientious employee. Including protecting the mail, your role in safety, and our expectations for ethical and professional conduct.**

- **Then, we will review the evaluation process and what to expect when you report to your work location.**
- **After this class, if you have specific questions about your work location or district, please ask me.**

**Lastly, you will have an opportunity for the union to meet with you as a prospective member.**

**As we progress through the day, you will participate in activities in class.**

**\*\*Ensure each employee has the correct Job-Specific Overview handout.**

**We will also refer to your Job-Specific Overview which covers benefits, leave, job duties, and other pertinent information about your new position.**

Throughout the orientation, we will answer your questions and define your role. After this class, if you have specific questions about your work location or district, please ask your District Facilitator.

Orientation includes:

Welcome to the USPS

Compensation, Leave, and Benefits

A Safe and Inclusive Workplace

Your Responsibilities to Us

- Sanctity of the Mail and Safety
- Code of Conduct and Ethics

What to Expect as a New Employee

- Employee Evaluation Process
- Next Steps

Union Representation

Welcome to the United States Postal Service. We are excited that you have decided to join us and look forward to introducing you to the organization and the role you play in it.

You will have an opportunity to meet with a union representative.

We will also refer to your Job-Specific Overview handout that covers benefits, leave, job duties, and other pertinent information about your new position.

## **Oath of Office-Appointment Affidavit**

**District Facilitator: \*\*Administer the Oath of Office to new employees.**

- **The president and vice president of the United States also take an oath to support and defend the U.S. Constitution. Every employee affirms this through the Oath of Office.**
- **By taking the oath you also affirmed that you will faithfully discharge your duties for the Postal Service, which include protecting the sanctity of the mail and agreeing to protect the mail from tampering and misuse.**

**\*\* Ensure all participants have a copy of PS Form 61, *Appointment Affidavit*.**

The Oath of Office you received and accepted is your promise to support and defend the Constitution of the United States and discharge the duties of your position. This means you protect the sanctity of the mail and agree to protect the mail from tampering and misuse.

## **Message from the Postmaster General (PMG)**

**District Facilitator: Now we will show you a series of videos to welcome you to the USPS.**

**\*\*Play video.**

The Postal Service is an independent establishment of the executive branch. We are a part of the federal government but generally receive no tax dollars for operating expenses. The Postal Service is led by the Board of Governors. The Board of Governors consists of nine individuals known as “Governors,” who are appointed by the President of the United States with the advice and consent of the Senate, as well as the Postmaster General and the Deputy Postmaster General. The Postmaster General serves as our CEO and is responsible for directing the day-to-day operation of the Postal Service and exercising the powers that have been delegated to him or her by the Board of Governors. Postmaster General Louis DeJoy was appointed by the organization’s Governors in 2020.

You are joining one of the largest employers in the United States. We process and deliver mail to every American household and business nearly every day.



Welcome to the United States Postal Service. We are so excited that you have decided to join our dynamic, diverse, and dedicated team. The USPS provides a vital national service due to the commitment of dedicated employees who make a difference in every community across this nation. We are all proud to be part of the United States Postal Service. For more than 245 years, people like you have strengthened the fabric of this great organization paving the way for generations to come.

Being part of the USPS team offers you the ability to pursue a dynamic career path. We provide opportunities for a rewarding work environment, a competitive salary and benefits package, as well as training so you can advance in your career.

You are now part of the most trusted brand and government agency handling almost half of the world's mail. We are honored that you have chosen to become a part of our rich history. We look forward to a bright future together. The Postmaster General (PMG), on behalf of our postal family, would like to welcome you to the Postal Service.

## **Introducing the USPS**

The Postal Service™ is an integral part of every community in the nation. Nearly every person in America experiences the Postal Service brand every day; when they talk to their mail carrier, pass postal vehicles on the street, visit a Post Office, or simply read their mail or open a package. But few people know how the Postal Service is organized, who runs it, or how mail gets to their mailbox.

We are a dynamic organization. Throughout our history, we have evolved to meet the changing needs of our customers. We were established over 245 years ago and are a permanent fixture of the federal government.

The USPS:

- Has the nation's largest domestic retail network, outpacing that of McDonald's®, Starbucks®, and Walmart® combined.
- Is one of the largest civilian employers in the United States, with over 640,000 employees across the country.
- Is committed to promoting and enacting a culture of inclusion.
- Is one of the largest employers of veterans.
- Provides free Priority Mail Express® and Priority Mail® boxes that meet sustainability standards and include recycled content.
- Invests in energy solutions that include solar power, hydrogen fuel cells, energy efficient lighting, recycled materials, and energy management systems.

- Has one of the largest civilian fleets in the world, comprised of more than 230,000 vehicles, including over 40,000 that use alternative fuel.

As a member of the Postal Service, you have a vital role in your community. If you move, process, or deliver the mail, or provide support functions, you contribute to the support network for millions of Americans every day.

We have been integral to daily American life for more than two hundred and forty-five years and are taking steps to ensure we continue to serve the public for many more.

### Ten-Year Delivering for America Strategic Plan

The Delivering for America Plan outlines what to expect in the next ten years as you grow with us in your career. There are five key goals: innovation, six-day mail and seven-day package delivery, modernized systems, financial stability, and workforce investments.

1. Innovation that grows revenue and meets changing marketplace needs.
2. Universal six-day mail delivery and expanded seven-day package delivery.
3. A modernized Postal Service capable of providing world class service reliability at affordable prices.
4. Financial sustainability to fund our universal service mission.
5. Workforce stability and investment strategies that empower, equip, and engage each employee and put them in the best possible position to succeed.

Our people are our greatest asset, and we are invested in your success as an organizational priority. We make continuous efforts to ensure employee safety, promote an inclusive workplace, and invest in your health and professional development. When we equip and enable you, and provide you with meaningful support, you can thrive and do your best.

We are a dynamic organization. We are diverse, inclusive, socially conscious, environmentally aware, and when you work for us, you work for an organization committed to public service.

As a new employee, your reliability, showing up to work every day you are scheduled, your interactions with customers, making every experience a positive one, and your professionalism all make a difference. You represent the Postal Service every day.

With your help, we will continue to provide universal world-class, affordable, and dependable service to every American community—today, tomorrow, and for generations to come.

We have our own mission, strengths, challenges, and commitment to public service. We are not your average employer. We have a unique and personal impact on the daily lives of many Americans. And now, so do you.

### Universal Service

The Postal Service has its origins in the Post Office Department, which was established in 1775. As an independent establishment of the Executive Branch of the U.S. government, the Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products, and services to fund our operations. Our mission is to provide the American public with trusted, affordable, universal service.

No matter where you live in the U.S., you will have the same access to services and facilities, products, delivery frequency, service quality, security of the mail, and affordable and uniform pricing. Universal mail service is a cornerstone of our constitution and is protected by more than 200 federal laws. Most people do not realize that tampering with the mail is a federal offense. As a new postal employee, it is critical that you protect the sanctity of the mail.

While other companies deliver, the Postal Service is the only carrier providing all aspects of universal service at affordable prices, regularly delivering to every residential and business address in the nation: over 174 million addresses, 6 days a week. UPS<sup>®</sup>, Amazon<sup>®</sup>, and FedEx<sup>®</sup> pay us to deliver hundreds of millions of their packages every year.

### Organizational Structure

To successfully fulfill our universal service mission, we designed a high-performing organization with greater line of sight from strategy to business outcomes. The Postal Service has implemented a structured approach to redesigning our organization.

The Postal Service created three core operating units: Retail and Delivery Operations, Logistics and Processing Operations, and Commerce and Business Solutions.

- Logistics and Processing – Process and move mail and packages efficiently to the delivery units, meeting predetermined standards.
- Retail and Delivery – Accept and deliver mail and packages efficiently with a high level of customer satisfaction.
- Commerce and Business – Fully utilize our infrastructure to enable growth. The administrative support functions were aligned to their respective Headquarters organizations and will be redesigned enabling the three core business functions to better fulfill our essential mission of delivering for the American people.

- Administrative support functions centralized into Headquarters, which enable the core operating units to focus on driving operational precision focusing on what the Postal Service does best: collect, process, and transport mail and packages.
  - Includes Human Resources (HR) that handles benefits, pay, leave, hiring, training, and safety. Finance tracks our financial health, compensation, and revenue. Information Technology is responsible for supporting individual computers and systems used to track, process, and deliver mail. And Labor Relations.
  - This organization design drives greater line-of-sight accountability and streamlined decision making for administrative functions and provides greater focus on supporting core business operations. As a part of the ongoing structural changes, additional realignments were made within the three core business operations to provide economies of scale and administrative cost savings.

Currently the Postal Service is divided into Regions, Divisions, Areas, and fifty districts which roughly follow state borders. As you can see, the Postal Service employs people from all walks of life. There is a world of opportunity for you to develop and grow within our organization as a new employee.

### Career and Non-Career

There are several types of positions within the Postal Service including career and non-career positions. Career refers to an employee hired for an appointment without time limit requiring the completion of a probationary period that confers full employee benefits and privileges, and includes City and Rural Carriers, Mail Handlers, Part-Time Flexible employees, Tractor Trailer Operators, Motor Vehicle Operators, Custodians, Maintenance Mechanics, and Electronic Technicians. When career and non-career positions are represented by unions, they are referred to as bargaining positions. Several different unions represent bargaining unit employees and negotiate on their behalf concerning an array of topics including hours, pay, benefits, and work conditions.

Non-career employees can be bargaining, craft employees. Each has different duties and job expectations. Some examples include:

- City Carrier Assistants, or CCAs, deliver mail on city routes.
- Rural Carrier Associates, or RCAs, deliver mail on rural routes.
- Mail Handler Assistants, or MHAs, load, unload, and move mail.
- Postal Support Employees, or PSEs, process mail in plants, sell postage at Post Offices, drive vehicles, or perform other roles.

## Work Locations

Typically, when you report to work, you will be in either a retail and delivery unit, a Post Office, or a processing facility, usually a plant. A retail and delivery unit is overseen by a Postmaster and sells postal products and collects, sorts, and delivers mail. A processing facility sorts and processes mail. It is typically overseen by a Plant Manager and several Managers of Distribution Operations, or MDOs, who ensure mail on a tour is processed on time. Supervisors report to the MDOs and are typically responsible for one aspect of one type of mail.

## **On Location**

**District Facilitator: \*\*Pause video.**

**District Facilitator: Answer participant questions about topics covered so far:**

- **Oath of Office**
- **PMG**
- **Delivering for America Plan**
- **Universal Service**
- **Organizational Structure**

**District Facilitator: \*\*Resume video.**

## **Roles and Responsibilities**

### 24 Hour Clock Concept

The Postal Service works on a 24 hour clock concept consisting of three tours or shifts. Tour 1 is from midnight to 8 a.m., Tour 2 from 8 a.m. to 4 p.m., and Tour 3 from 4 p.m. to midnight. Tour times are approximate and may differ among districts.

Each tour is dependent on the next. If mail is late at one step, it is now late for the next one, and the next, in a continuous cycle which we call the 24 hour clock. Everything we do is governed by this system: when mail is sent to a Post Office, when it is delivered, when it is processed, and when it makes it to your door.

## Systems at Work

In order to make universal, reliable, nationwide mail service a reality, the USPS relies on hundreds of thousands of dedicated postal employees just like you every day. How do we do it? Generally, mail is collected, taken to a processing plant, processed, sent back to the right Post Office, and then delivered to homes and businesses.

During the program you will learn about our history, why the Postal Service is important, and the big plans we have for our future; a future in which you now play a key role.

We will equip you to do your job safely and effectively. We will discuss important safety, regulatory, and workplace information. You will have the opportunity to participate in question-and-answer sessions about your general job duties, pay, leave, and benefits. You will also learn about the many self-development resources and career opportunities with the organization that are available to you.

We are excited to introduce you to what it means to be part of our team.

## Post Office/Collection

Mailflow starts with letter carriers who collect mail from residential and business mailboxes. They also pick up mail from blue collection boxes at specific times.

## Transportation

The mail is loaded onto vehicles. There are several types of vehicles used to transport the mail: tractor trailers, 2-ton, 1-ton, and ½-ton trucks, cargo vans, and Long-Life Vehicles (LLVs). We also use commercial planes and boats to transport mail. Vehicle Maintenance ensures all postal vehicles are operational and safe.

## Processing

Once mail arrives at a processing facility, it is organized by type, sent to the machines that process that type of mail, processed, and sent back out to the right facilities.

Letter mail is sent from the loading dock to a machine that removes mail that is the wrong size or thickness. The machine then faces the mail in the same direction and cancels any postage. The mail is then sent to another machine that sorts it in two passes. For letters, there are machines that sort the mail into carrier walk sequence, called Delivery Point Sequence, or DPS.

The first pass sorts the mail by the destination location. The second pass puts the mail in carrier walk sequence.

Flats are moved from the dock and prepared for processing. Clerks sort mail by ZIP Code™ and prepare mail. Some flat sorting machines sort mail in carrier walk sequence. Some machines and manual sorting processes only sort to the Post Office location.

Packages are moved from the dock to parcel-sorting machines where they are sorted by location and sent to the outgoing dock for transportation. Mail is taken to the outbound dock, scanned, loaded on trailers, and go to a delivery unit, another processing facility, or an airport for transport via plane.

### Delivery Point Sequencing

When carriers deliver a route, it is in a specific order based on the delivery order of the addresses. Generally, even addresses are on one side of a street and odd addresses on the other. Carriers often deliver from right-hand drive vehicles. Which means carriers do not deliver 100 Main Street, then 101, 102, 103, etc.

Delivery sequence would start on the right-hand side of the street, at 101 Main Street. The next address would be 103, then 105. Then the carrier crosses the street and delivers 104 Main Street, followed by 102, and 100. Every route is mapped out.

The sort programs on the machine know the order for each route and put the mail in that sequence.

### Transportation

Mail is then transported from the processing facility to other facilities for further sortation or to a delivery location, usually a Post Office.

### Delivery Unit

When mail arrives at a delivery unit, it is unloaded from trucks and moved into the facility. Delays here lead to delays in every step afterward unless the time can be made up by another step in the process.

The USPS is investing in the future by replacing our delivery vehicle fleet with new, next generation vehicles. The Next Generation Delivery Vehicles feature back-up and 360° cameras, cargo area designed for package delivery, air bags and air conditioning, and forward collision and blind spot warnings.

Mail is delivered and collected on routes and carriers return to the Post Office. As mail is ready for processing, it is loaded onto transportation vehicles going to the processing facility.

## **Welcome to the Team**

The 24 hour clock determines when all carriers and mail must be returned to the delivery unit in order to transport mail to the processing facility on time.

This is how we move the mail from one point to another and provide universal mail service across the nation, every day. As you can see, your role is critical to our success. Everyone has a vital role in serving our customers and moving the mail. Welcome to the team!

We are excited that you are a part of the Postal Service. We look forward to your contributions to the organization. You have committed yourself to uphold your Oath of Office; promising to support and defend the Constitution of the United States and discharge the duties of your position.

At this point, you should understand the general history of the organization and be familiar with the Ten-Year Delivering for America goals:

1. Innovation that grows revenue and meets changing marketplace needs.
2. Universal six-day mail delivery and expanded seven-day package delivery.
3. A modernized Postal Service capable of providing world class service reliability at affordable prices.
4. Financial sustainability to fund our universal service mission.
5. Workforce stability and investment strategies that empower, equip, and engage each employee and put them in the best possible position to succeed.

We also discussed your role in mailflow, what to expect from your job duties, and the support we provide as you learn your new job.



## On Location

**District Facilitator:** This is how we move the mail from one point to another and provide universal mail service across the nation, every day.

### Job-Specific Overview Review

**District Facilitator:** \*\* Ensure all participants have the Job-Specific Overview for their position.

**District Facilitator:** Each of you have a Job-Specific Overview for your position. Now that you know generally about how mail is moved, we will provide you with more information about your job duties, terms of work, your schedule, and training you will receive after orientation.

**\*\* Allow participants 5 minutes to review the first section, Training, and Schedule/Terms of Work of their Job-Specific Overview. Answer questions from participants.**

### Summary

**District Facilitator:** Answer participant questions about topics covered in this segment:

- 24 hour clock
- Mailflow

**District Facilitator:** As you can see, your role is critical to our success. Everyone has a vital role in serving our customers and moving the mail. Welcome to the team!

## Module 2: Compensation, Leave, and Benefits

### Objectives:

Upon completion of this module, you will be able to:

- Explain the importance of reporting to work as scheduled and its impact to the Postal Service.
- Recall information needed to sign up for Net To Bank.
- Identify key sections of your earnings statement.
- Explain how to record time.
- Describe the leave policies and use of PS Form 3971, *Request for or Notification of Absence*.
- Recognize the difference between scheduled and unscheduled leave.
- Adhere to leave request responsibilities.
- Identify positions available to you for career advancement.
- Access self-development resources.
- List postal benefits available to all employees.
- Recall how to use LiteBlue and PostalEASE to access information, resources, collective bargaining agreements, online learning, and benefit information.
- Recognize how to safely access LiteBlue.

### Time Allocated for Module:

- 1 hour

### Instructional Methods:

- Self-study
- Question and Answer Discussion
- Video

**Participant Material Used:**

- Participant Guide
- Job-Specific Overview

**Media Required:**

- ACE Computer/LCD Projector

## **Compensation**

**District Facilitator: Next, we will discuss compensation, including your pay, leave, and benefits.**

**\*\*Play video.**

As a trusted federal organization, the Postal Service compensates you for your time and talent and is committed to protecting you and your coworkers by maintaining a safe and inclusive workplace.

In this module we will discuss compensation, including your pay, leave, and benefits. All scheduled employees must report to work each day. Pay, leave, and other benefits are impacted by attendance.

The U.S. Postal Service has a long tradition of serving our customers. Our dedication to duty runs deep in our culture. To accomplish our mission and maintain operational efficiency, all scheduled employees must report to work when scheduled. You are crucial to the success of the Postal Service.

### **Earnings and Pay**

Your first paycheck is received based on your start date. You are paid biweekly, and your paycheck is sent to your work location unless you sign up for direct deposit.

If you begin work in week one of the pay period, your first check includes any hours worked for two weeks. If you begin work in week two of the pay period, your first check includes only hours worked that week.

You receive your paycheck on Friday the week after the pay period closes.

### **Earnings Statement**

Earnings statements reflect workhours, pay, accrued leave, and miscellaneous deductions for a pay cycle. Leave is listed in hours.

### Earning Statement Fields

000		01-1560		Employee Name				012345678		24 22		12345678	
PAYLOC		FINANCE NO.		EMPLOYEE NAME				EMPLOYEE ID		PAY PERIOD		SERIAL NUMBER	
WK MK	RSC/LEV	DETAIL EARNINGS					GROSS TO NET			LEAVE STATUS			
		RATE	CODE	TY	HOURS	PAY	THIS PERIOD		YEAR-TO-DATE	ANNUAL LEAVE(AL)CAT:4.00			
2	0	01	1691	844	W	30:00	507:30	GROSS PAY	1014:60	19261:14	ALL PRIOR YR BAL 0:00		
1	0	01	1691	844	W	24:00	405:84	FED TAX R3	50:93	818:94	+ ALL EARNED YTD 57:00		
					L	6:00	101:46	ST TAX ALS03	36:65	647:78	+ AL HOL EARNED YTD 0:00		
								RETIRE	:00	:00	- AL USED YTD 0:00		
								MEDICARE	14:72	279:29	= EARNED AL BAL 51:00		
								UN L	24:83	422:11	+ AL ADVANCED 0:00		
								SOSEC	62:90	1193:19	= AVAILAL BAL 51:00		
								EMA	:00	228:60	AL USED THIS PP 6:00		
											SICK LEAVE (SL) CAT: 0:00		
											SL PRIOR YR BAL 0:00		
											+ SL EARNED YTD 0:00		
											- SL USED YTD 0:00		
											= CURRENT SL BAL 0:00		
											SL USED THIS PP 0:00		
											LEAVE WITHOUT PAY (UNCP) :		
											PAY PERIOD LWOP 0:00		
											PP01 TO CURRENT PP 2:00		
											USPS RETIREMENT :		
<b>NET PAY</b>								<b>824.57</b>		<b>0.00</b>			

This earnings statement displayed is an example. Details on your earnings statement will be specific to your position, benefits, and hours worked.

Track your workhours and deductions to ensure you are paid correctly.

We will review each item on the earnings statement.

**PAY LOC** – Your pay location

**FINANCE NO** – Your office finance number

**EMPLOYEE NAME** – Your name

**EMPLOYEE ID** – Your USPS Identification Number

**PAY PERIOD** – Pay period and year of earnings

**SERIAL NUMBER** – Serial number of check issued

**DETAIL EARNINGS** – This section outlines your pay information in more detail

- **WK** – Week, either 1 or 2 of pay period
- **RSC** – (Rate Schedule Code) This code indicates your current rate on the pay schedule
- **LEV** – Your position grade level
- **RATE** – Your hourly base pay rate
- **CODE** – Your Designation/Activity code indicates your type of position

- **TYP** – Type of hours used during the pay period. The following codes may appear:
  - W – Straight time workhours
  - O – Overtime
  - N – Night shift differential
  - L – Leave hours (paid leave and leave without pay)
  - G – Guarantee time (Time paid for hours guaranteed, but not worked)
  - V – Penalty Overtime
- **HOURS** – Your actual hours worked, listed in hours and hundredths.
- **PAY** – Your gross pay for the number of hours you worked.
- **Fair Labor Standards Act (FLSA)** – These workhours appear on your pay stub when the total hours worked for one or both weeks of the pay period exceed forty hours.
- **GROSS TO NET** – This section indicates your total gross pay, details your deductions, and shows the resulting net pay for the current pay period and pay year to date. There are different entries that can appear in this section depending on your selection of benefits and allotments.
- **LEAVE STATUS** – Details the amount of leave (annual and leave without pay) earned and used for current pay period and year to date. Leave year begins with the first full pay period of a calendar year.
- **NET PAY** – This amount is your gross pay minus deductions, plus or minus any adjustments, your net earnings, plus nontaxable allowances which equals your total net pay. Your paycheck is for the net pay amount listed here.

## Recording Time

You are responsible for recording your workhours. Your supervisor will demonstrate how to use the timecard once you arrive at your unit. If you need to manually record time, your supervisor or on-the-job instructor will show you how to complete the correct form.

You are responsible for clocking in and out correctly and notifying your supervisor of any clock ring errors. You may use the clock at the beginning of the tour to clock in, out to lunch, in from lunch, and out at the end of tour. You may also clock a move from one operation to another so we can track time effectively.

Clock rings:

- Begin Tour (BT)
- Out to Lunch (OL)
- In from Lunch (IL)
- Move (MV)
- End Tour (ET)

It is your responsibility to ensure your time is recorded accurately and bring any errors to your supervisor's attention. Rural employees may use a PS Form 1234, *Utility Card* to manually record your time when you are not serving a route. Start recording your clock rings at the bottom of the form and work your way up for each day.

If you need to use this form, instructions are covered as part of supplemental training following orientation. Use a PS Form 4240, *Rural Carrier Trip Report*, when servicing a whole route. It is your responsibility to ensure your time is recorded accurately and bring any errors to your supervisor's attention.

*PS Form 1234, Utility Card*

Utility Card													
Name _____													
EIN _____													
Check Appropriate <input type="checkbox"/> Loan <input type="checkbox"/> Training <input type="checkbox"/> STTO <input type="checkbox"/> Extra Clock Rings <input type="checkbox"/> Transfer <input type="checkbox"/> (See boxes at right as necessary) <input type="checkbox"/> AL <input type="checkbox"/> HOS													
REGULAR ASSIGNED POSITION							TEMPORARY ASSIGNED POSITION						
Title _____ P/L _____							Title _____ P/L _____						
DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK				
NOTE: For reporting training hours, enter "TRAINING" in the temporary assigned position block.													
Justices (Season)	LWOP	Paid Leave OL SL AL			Other Prem	NW	OT	Clock Hours					
								Init. & Day		-----			
								Guar. OT		Guar. Time		-----	
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day		-----			
								Guar. OT		Guar. Time		-----	
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day		-----			
								Guar. OT		Guar. Time		-----	
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day		-----			
								Guar. OT		Guar. Time		-----	
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day		-----			
								Guar. OT		Guar. Time		-----	

RETAIN AT EMPLOYING OFFICE

PS Form 1234, March 1992 START ▲

PS Form 4240, Rural Carrier Trip Report

UNITED STATES POSTAL SERVICE®										Rural Carrier Trip Report																																							
Post Office™, State and ZIP + 4®										Guarantee Period					Pay Period																																		
DesAct and Name										Begin:					From					Through																													
EIN										Through:										Cumulative Work Hours for Regular Carrier for Guarantee Period (Hours.Hundredths)																													
Regular Carrier										Beginning of Pay Period										Current Pay Period																													
Regular Relief Carrier										End of Pay Period										AMS Delivery Data					Other					Curb					NDCBU					Other Central					Boxes Vacant Over 90 Days				
Finance Number		Route		Weekly Route Standard (Hours:Minutes)		Weekly Hours (Evaluated)		Daily Hours (Evaluated)		Residential										Businesses																													
'L' or 'Non L'		Type		Number		Weekly Dismounts		Weekly Dism. Distance		Locked Pouch Stops		Vehicle		Businesses										Det Box/NPU					/																				
Length (Miles)		Regular Boxes		Central Boxes		Stops		Collection Compartments		Weekly Dismounts		Weekly Dism. Distance		Locked Pouch Stops		Vehicle		Residential										Businesses																					
Reports										Leaves					Returns					Ends					Det Box/NPU										/														
Official Schedule of Carrier →										Carriers Actual Daily Time Record (Exact hour and minutes)										Total Actual Daily Work Hours Less Lunch (Hours.Hundredths)										Daily Overtime					Initials of Manager Verifying Entries														
Day of Week		Date		Rptd. to P.O.		Left Office to Serve Route		Rtnd. to P.O.		Comp. Work at P.O.		Lunch Period Actual Time, O or S		Regular		Relief		Daily Overtime		REMARKS:					Initials of Manager Verifying Entries																								
		(1)		(2)		(3)		(4)		(5)		(6)		(7)		(8)		(9)		Explain any failure to serve the entire route; include miles actually served. State cause for any deviation from schedule. If regular carrier was absent, give name of relief.																													
Week 1										Sat.																																							
										Mon.																																							
										Tues.																																							
										Wed.																																							
										Thur.																																							
										Fri.																																							
Week 2										Sat.																																							
										Mon.																																							
										Tues.																																							
										Wed.																																							
										Thur.																																							
										Fri.																																							



## Leave

The Postal Service provides you with several types of leave and offers you several benefits as an employee. You generally begin earning leave when you are in a pay status.

### Annual Leave

The Postal Service provides annual leave for rest, recreation, emergency purposes, and illness or injury. Annual leave is earned based on the number of hours worked in each pay period. Employees with a start date after the first Monday of a pay period do not receive leave credit for service performed during that pay period.

Annual leave is credited at the end of each biweekly pay period. An employee must earn annual leave hours prior to use and must not exceed the number of hours accrued. Refer to your applicable Collective Bargaining Agreement (CBA) for specific leave benefits and requirements. As contracts are negotiated with your union, these terms may change.

Annual leave requests are subject to needs of the service and in seniority order. Career employees are given preference for annual leave requests. Additional provisions may have been negotiated in your CBAs. Ask your on-the-job instructor or supervisor for information on local leave provisions for your position.

### Scheduled Absences

Absences are either scheduled or unscheduled and are charged to a leave category (e.g., annual leave, sick leave, leave without pay (LWOP)). Scheduled absences are requested and approved in advance by your supervisor. As previously mentioned, our success relies upon your attendance on all scheduled days. Unscheduled absences are any absences not requested and approved in advance by your supervisor.

You can request scheduled leave by completing PS Form 3971, *Request for or Notification of Absence*, which you can get from your supervisor or by using the online Enterprise Leave Request Application (eLRA) system from LiteBlue®. Ask your supervisor about your local procedures for submitting the form. Supervisors are responsible for approving or disapproving leave requests.

When the absence is for planned medical treatment, the employee should first consult with the supervisor about the timing of the leave and must make a reasonable effort to schedule the treatment so as not to unduly disrupt the employer's operations.

When completing PS Form 3971, *Request for or Notification of Absence*, complete the following information:

- Name
- Employee ID number
- Date submitted
- Number of hours requested
- Installation
- If the requested day off is scheduled or non-scheduled
- Employee pay location
- Designation/Activity (Des/Act) Code
- Date and time your requested leave is to start and end
- Check box for the type of leave requested
- Sign and date the form

## PS Form 3971, Request for or Notification of Absence

<b>UNITED STATES POSTAL SERVICE®</b>		<b>Request for or Notification of Absence</b>												
Employee's Name (Print last, first, MI)			Employee ID		Date Submitted (MM/DD/YYYY)		No. of Hours Requested			<b>SCHEDULED</b>	<b>UNSCCHEDULED</b>	<b>PP</b>	<b>Year</b>	
Installation (For postmaster's leave, show city, state, and ZIP Code)			N/S Day	Pay Loc. No.	D/A Code	From: Date	Hour							
Time of Call or Request		Scheduled Reporting Time		If Needed, Employee Can Be Reached At:			Thru: Date		Hour		<b>Day</b>	<b>Init.</b>	<b>Hours</b>	
				<input type="checkbox"/> Do not call										
Type of Absence <input type="checkbox"/> Annual <input type="checkbox"/> Holiday/AL Lv Exch <input type="checkbox"/> Carrier 701 Route <input type="checkbox"/> LWOP (See reverse) <input type="checkbox"/> Sick (See reverse) <input type="checkbox"/> Late <input type="checkbox"/> COP (See reverse) <input type="checkbox"/> Other		Documentation (For official use only) <input type="checkbox"/> FMLA Requested (Certification review - HRSSC) <input type="checkbox"/> For COP Leave (CA1 on file) <input type="checkbox"/> For Advanced Sick Leave (PS 1221 on file) <input type="checkbox"/> For Military Leave (Orders reviewed) <input type="checkbox"/> For Court Leave (Summons reviewed) <input type="checkbox"/> For Higher Level (PS 1723 on file) <input type="checkbox"/> Scheme Training Testing Qualifying (Memo on file)			Revised Schedule for (date) Begin Work Lunch Out Lunch In End Work Total Hours		Approved in Advance <input type="checkbox"/> Yes <input type="checkbox"/> No				Sat 01			
Remarks (Do not enter medical information. See Privacy Act Statement on reverse of this form.)														
<b>I understand that the annual leave authorized in excess of the amount available to me during the leave year will be charged to LWOP.</b>														
Employee's Signature and Date			Signature of Person Recording Absence and Date			Signature of Supervisor and Date Notified					Sun 02			
<b>Official Action on Application (Return copy of signed request to employee.)</b>														
<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved (Give reason below)		Do not check an FMLA box until you verify the FMLA designation. <input type="checkbox"/> FMLA Designation is PENDING <input type="checkbox"/> FMLA Protected <input type="checkbox"/> Not FMLA Protected			Signature of Supervisor and Date							Mon 10		
Warning: The furnishing of false information on this form may result in a fine of not more than \$10,000 or imprisonment of not more than 5 years, or both (18 U.S.C. 1001).														
PS Form 3971, July 2021 (Page 1 of 2) PSN 7530-02-000-9136														

Reason I was incapacitated for duty during this absence:		Leave Types and Codes (Information Only)		Time Card	FMLA Dep. Care	Time Clock	<b>SCHEDULED</b>	<b>UNSCCHEDULED</b>	<b>PP</b>	<b>Year</b>
<input type="checkbox"/> Sickness <input type="checkbox"/> On-the-Job Injury <input type="checkbox"/> Off-the-Job Injury <input type="checkbox"/> Exposed to a Contagious Disease		<input type="checkbox"/> Pregnancy, Prenatal Care, or Childbirth <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Job-related) <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Not job-related)								
<input type="checkbox"/> Sick Leave for Dependent Care (See ELM) <input type="checkbox"/> Birth of a Child/Bonding <input type="checkbox"/> To Care for a Family Member (See ELM)		<input type="checkbox"/> Placement of a Child with Employee for Adoption or Foster Care <input type="checkbox"/> A Military Family Member's Qualifying Exigency <input type="checkbox"/> To Care for an Injured or Ill Military Family Member								
<input type="checkbox"/> This request is associated with a new condition. (You will receive an FMLA packet in the mail with forms and instructions.) <input type="checkbox"/> My approved or pending approval case number for this condition is:										
Employee must not be asked to disclose personal medical information to local management. FMLA certification must be mailed to HRSSC.										
<b>Additional Documentation Required as follows:</b>										
<small>Privacy Act Statement: Your information will be used to administer leave. Collection is authorized by 50 USC 401, 404, 1001, 1003, and 1005; and 50 USC 3051 et seq. Providing the information is voluntary, but if not provided, we may not process your request. Your information may be disclosed as follows: In relevant legal proceedings; to law enforcement when the USPS or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities under contract with USPS and/or authorized to perform audits; to labor organizations as required by law; to government agencies regarding personnel matters; to the EEOC and to the MSPB or Office of Special Counsel. For more information regarding our privacy policies visit <a href="http://www.usps.com/privacypolicy">www.usps.com/privacypolicy</a>.</small>										
		LWOP - Part Day		59		05900				Thur 06
		LWOP - Part Day - FMLA		59	05	05999				Fri 07
		LWOP - Full Day		60		06000				Sat 08
		LWOP - Full Day - FMLA		60	06	06099				Sun 09
		LWOP - ICOW/OWCP		49		04900				Mon 10
		LWOP - ICOW/OWCP - FMLA		49	04	04999				Tue 11
		LWOP - In Lieu of Sick Leave		59 or 60		05001 or 06001				Wed 12
		LWOP - Military		44		04400				Thur 13
		LWOP - Personal Reasons		59 or 60		05003 or 06003				Fri 14
		LWOP - Professed		59 or 60		05002 or 06002				Sat 15
		LWOP - Suspension		59 or 60		05008 or 06008				Sun 16
		LWOP - Suspension Paid Term		59 or 60		05006 or 06006				Mon 17
		LWOP - Union Official		84		08400				Tue 18
		Military		67		06700				Wed 19
		Relocation		80		08000				Thu 20
		Voting Leave		85		08500				Fri 21
		Other Paid Leave		88		08800				Sat 22

PS Form 3971, July 2021 (Page 2 of 2) PSN 7530-02-000-9136

## Unscheduled Absences

As we compete for business every day, we need all employees to come to work and be their very best. When employees miss work, it causes significant disruptions and affects our productivity, your fellow employees, our customers' experience, and ultimately our bottom line. You are expected to maintain your assigned schedule and must make every effort to avoid unscheduled absences. However, situations may arise that prevent you from reporting to work as scheduled.

If you are unexpectedly unable to report for work, notify your supervisor as soon as you know of your inability to report for duty. You can use the Enterprise Leave Request Application (eLRA) system on LiteBlue, which will notify your supervisor of your absence, or you can call the Interactive Voice Response system, or IVR, at 1-877-477-3273 to report your unscheduled absence. For unscheduled leave requests always wait for and write down the confirmation number.

Immediately upon return to duty, complete and sign PS Form 3971, *Request for or Notification of Absence*, and provide any additional information or documentation required by the supervisor.

## Leave Without Pay (LWOP)

Leave Without Pay (LWOP) is an authorized absence from duty in a nonpay status. LWOP covers only those hours that you would normally work or for which you would normally be paid.

## Wounded Warriors Leave (WWL)

Wounded Warriors Leave (WWL) is an authorized absence from the Postal Service to undergo medical treatment for a service-connected disability rated at 30 percent or more. It is a separate paid leave category, distinct from sick or annual leave. There are specific requirements and documentation to certify your eligibility for WWL. Employees eligible for WWL may also be eligible for protection under FMLA. You can find more information on LiteBlue>My HR>Benefits> Leave Programs.

For more information on leave types, criteria, and specific provisions of the applicable collective bargaining agreement, use LiteBlue® to access resources.

## ***Benefits***

### **Family and Medical Leave Act (FMLA)**

Depending on your circumstances, you may qualify for time off under the Family Medical Leave Act (FMLA). FMLA is a federal law that entitles eligible employees to take up to 12 work weeks of job-protected absence.

Additionally, eligible employees who are the spouse, son, daughter, parent, or next of kin of a covered service member may be eligible for up to 26 workweeks of time off to care for a covered service member with a serious injury or illness. To be eligible for FMLA, you must have worked for the Postal Service for at least 12 months and must have worked at least 1250 hours during the 12-month period preceding the start of your absence.

There are specific requirements to qualify for FMLA. For more information about the FMLA at the Postal Service, refer to Chapter 5 of the Employee and Labor Relations Manual (ELM).

# Your Employee Rights Under the Family and Medical Leave Act

## What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

## Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

## How do I request FMLA leave?

Generally, **to request FMLA leave you must:**

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible.

You **do not have to share a medical diagnosis** but must provide enough information to your employer so they can determine whether the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your **employer may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

## What does my employer need to do?

If you are eligible for FMLA leave, your **employer must:**

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your **employer cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that your need for leave is for a reason that may qualify under the FMLA, your **employer must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your **employer must notify you in writing:**

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

## Where can I find more information?

Call **1-866-487-9243** or visit [dol.gov/fmla](http://dol.gov/fmla) to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION  
UNITED STATES DEPARTMENT OF LABOR



WH1420 REV 04/23

## **Career Development**

There are many pathways for development and advancement in the Postal Service. There is a world of opportunity for you to develop and grow within our organization as a new employee.

As you begin your journey as a Postal Service employee, remember that you make a difference. Whether you are selling products at a Post Office, delivering mail, transporting it on time, or processing it efficiently and accurately, you contribute to our success every day.

From a career position, you can pursue a wide array of opportunities including communications, customer service, delivery operations, engineering, finance, government relations, human resources, information security, law, marketing and sales, network operations, or supply management, just to name a few. There are so many opportunities from which to choose. As an organization, we prioritize promoting within the Postal Service™ team whenever possible.

### **Building Your Career**

As you pursue your personal career goals, use the learning portal platform to access everything related to your learning and development. In the learning portal, you can access hundreds of courses for personal self-development on your own time, support resources and can create your own professional profile. This profile is shared with the entire organization. Managers who are looking for employees with your talents can view your profile and career plans.

Your profile serves as the foundation of your learning portal experience. It offers a consolidated view of your professional information such as work experience, skills, and career goals. Create a profile in the portal to showcase your talent and career aspirations, which can lead to better networking and greater opportunities within the organization.

Continual development supports each of us whether we hope to seek other opportunities within USPS®, or we are focused on learning and growing in our current positions. Our learning management portal provides opportunities to learn at your own pace and find topics that interest you. Use the courses available to pursue your interests and goals. We are invested in your self-development and helping you realize your aspirations.

## **EAP and Wellness Benefits**

In addition to leave, the Postal Service also provides you with many benefits.

The Postal Service provides free access to the Employee Assistance Program (EAP). At varying times in our lives, we face personal challenges. Some problems are easily resolved, others can be best solved with professional assistance. It is a free, voluntary, and confidential program that offers assessments, referrals, short-term counseling, and work/life consultation to all Postal Service™ employees, including non-career employees, and their families.

EAP is more than just another benefit. It is a timesaving, stress-relieving, powerful tool that helps put resources at your fingertips and supports you in reaching your full potential. Check out [www.EAP4YOU.com](http://www.EAP4YOU.com) for more information.

Another benefit is access to the Benefits and Wellness Team. This group supports the overall well-being of our employees and their families through awareness, education, and access to more options. Wellness is about your physical and emotional health, your sense of financial security, your connections with others and your community, and about how fulfilled you feel in your work, and at home.

Visit our Health and Wellness page on LiteBlue. As you begin your Postal Service journey, remember that you make a difference. Every employee is an integral part of the organization.

The Postal Service offers these benefits to you as an employee because we care about your well-being.



## On Location

### Job-Specific Fact Sheet Review

**District Facilitator: \*\* Pause video.**

**\*\*Review the Job-Specific Overview: Compensation and Career Development.**

**District Facilitator: To find out more about the specific pay, leave, benefits, and career development opportunities available for your position, review the Job-Specific Overview in the Compensation and Your Future in the Postal Service sections.**

**\*\* Allow participants time to review their Job-Specific Overview.**

**District Facilitator: Answer participant questions about topics covered in this segment:**

- **Compensation**
- **Earnings Statement**
- **Leave**
- **Benefits**

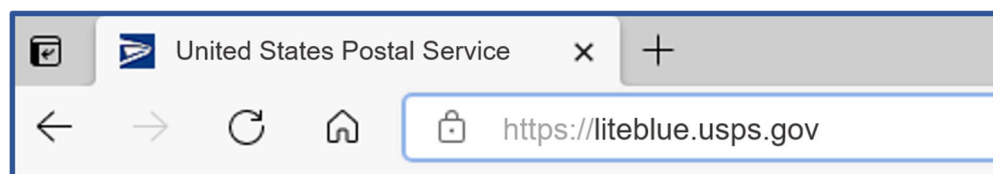
**District Facilitator: \*\* Resume video.**

## ***LiteBlue<sup>®</sup> and PostalEASE<sup>®</sup>***

Use LiteBlue to access PostalEASE, where you can make payroll and benefit selections. These include changing your Federal W4 and State Tax information and enrolling in direct deposit, or Net To Bank.

This section outlines how to navigate the LiteBlue website and how to link to additional systems, like PostalEASE, which manages personal information, such as your address and phone number, payroll, benefits, self-development courses, and much more.

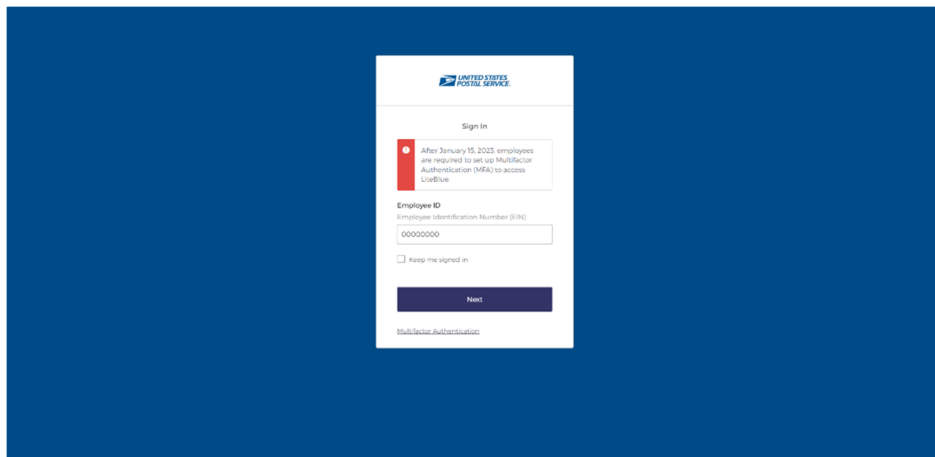
From the Internet, enter [liteblue.usps.gov](https://liteblue.usps.gov) in any web browser. You can access LiteBlue from any non-postal computer.



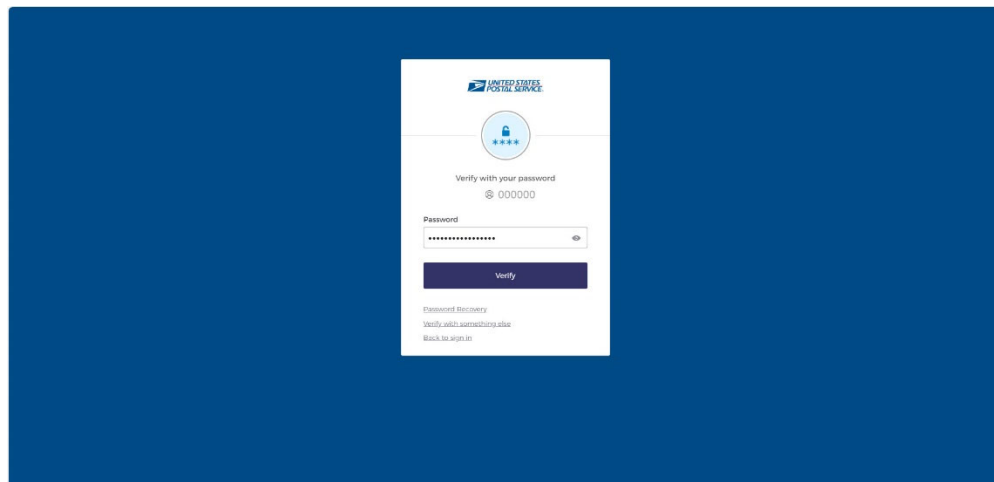
Click Sign In.



Enter your 8-digit Employee Identification Number, or EIN, and click Next.



On the next screen, input your password and select Verify. Then select Send me an email.

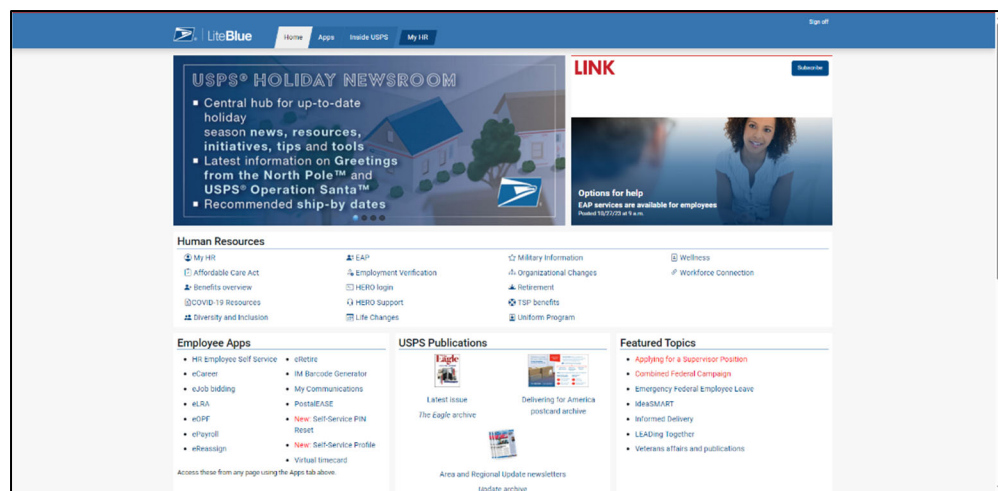


Access your email account. You will have an email from LiteBlue with the address [noreply@litebluemail.usps.gov](mailto:noreply@litebluemail.usps.gov). Open the email and click on the link in the email.



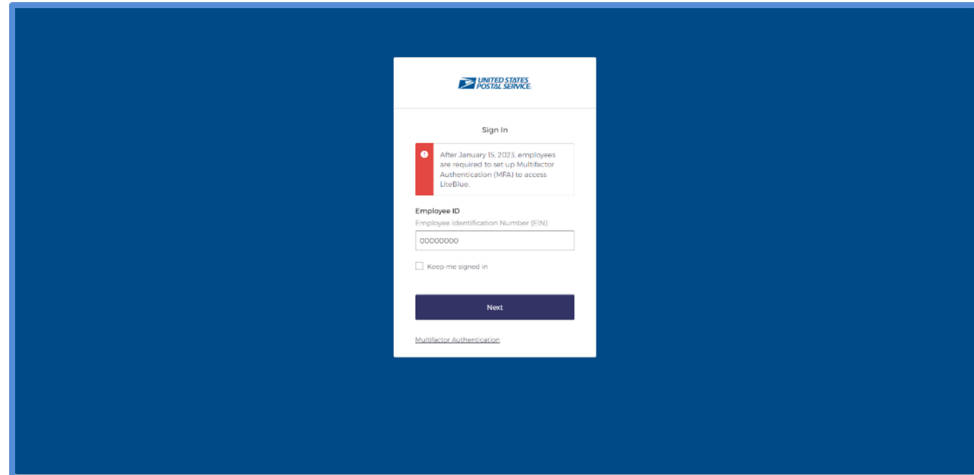
You will be routed to the LiteBlue Home page.

Never share your password or ID with others.



## Reset Your USPS Self-Service Password

If you have lost or forgotten your password, you can request a new one by using the *Self-Service Profile/Multifactor Authentication* link on the LiteBlue or PostalEASE login pages. This launches the USPS Self-Service Profile EIN Verification page from which you are guided through the SSP (Self-Service Profile), Application - Password Reset process.



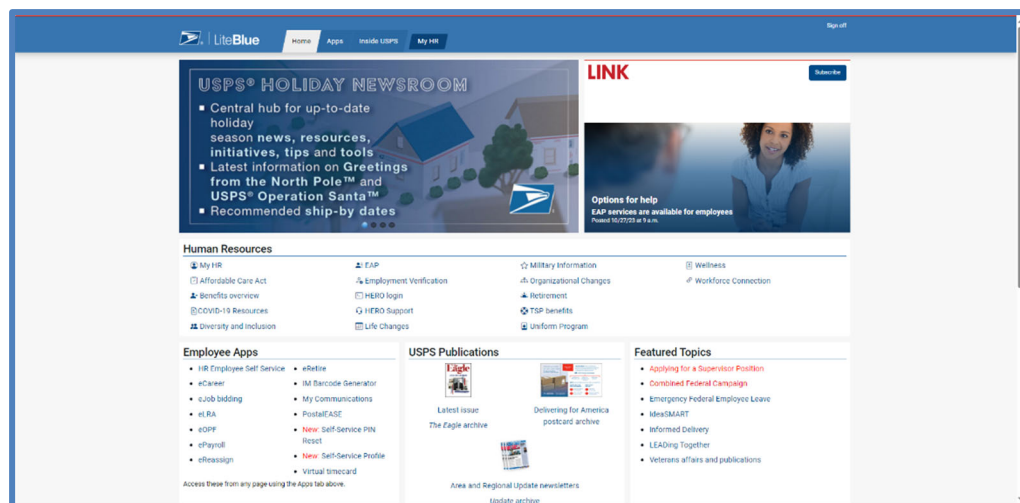
If this is your first visit, you are guided through the SSP registration process. Once the registration process is completed, you will be instructed to exit the application. A USPS<sup>®</sup> password letter is automatically generated and mailed to your address of record confirming the registration process has taken place. At this point, you can use the SSP application to reset or change your USPS self-service password using the *Password recovery* link on LiteBlue or PostalEASE.

## LiteBlue Home Page

LiteBlue<sup>®</sup> is a valuable resource for accessing information about pay, leave, benefits, and training. It is the main location for managing your personal information.

The home screen displays a slideshow of current initiatives and access to the Link, the USPS<sup>®</sup> internal newsletter, at the top. In the center of the screen is a Human Resources section with links to important HR functions. Below that are areas to access Employee Apps, USPS Publications, and Featured Topics.

In the center of the screen is access to Workforce Community links to many of the organizational priorities, such as Employee Engagement and USPS Continuous Improvement.



### Home Page: Human Resources

My HR focuses on actions you can take to manage your personal information and has educational articles to keep you informed of major and upcoming HR topics. You can also access this information by clicking the My HR tab at the top of the page.

The screenshot shows the LiteBlue Human Resources website. At the top, there's a navigation bar with 'Home', 'My HR', and 'Inside USPS' tabs, and a search bar. Below the navigation bar, there's a breadcrumb trail: 'You are here: Departments / Human Resources / LiteBlue HR Home'. The main content area is divided into several sections: 'I want to:' with links like 'Make Life Changes', 'Apply for a Job', 'See TSP Return Rates', 'Access ePayroll', 'Verify Employment', 'Learn about EAP', 'Learn about Family Leave', and 'Access eOPF'; 'Browse by Subject:' with links like 'Benefits', 'Careers', 'Employment Rights', 'Health & Wellness', 'Diversity Equity & Inclusion', 'Our Workforce', 'Retirement', and 'Workforce Connection'; a 'Spotlight' section for 'Career Conferences' with a link to 'Click here to view the schedule >'; and a 'Workforce Connection' section with a link to 'Learn more >'. There are also buttons for 'A Craft Employee >>', 'Life Change Event >>', 'On Military Duty >>', and 'Retiring Soon >>'. At the bottom, there's a footer with links for 'HR Sitemap', 'Contact HR', 'Terms of Use', and 'Employee Apps', along with 'Contact LiteBlue', 'Privacy Policy', and 'Back to Top'.

On this screen, you can access information on benefits, career conferences, diversity, equity and inclusion, EAP, tools for recording life-change events and verifying your information, information on retirement, uniforms, wellness, and workforce connection.

You can select links to common actions under the “I want to:” header. You can browse by subject, look at spotlight information, access several additional systems, or access craft-specific resources by clicking “I am a craft employee.”

On the left side, common HR actions are listed under the Browse by Subject section. One of these is Benefits. This page contains links to information and details about your benefit options and wellness links. One of these is Login to PostalEASE under the I want to...” section.

## Benefits

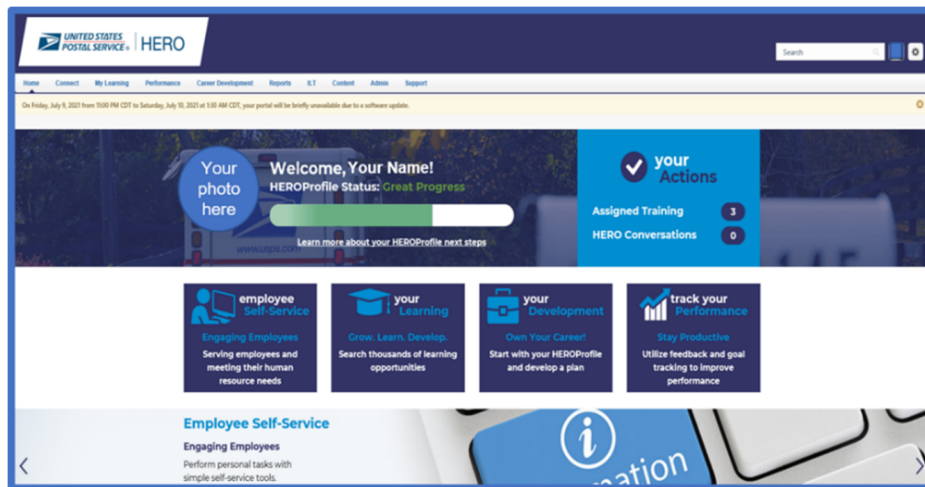
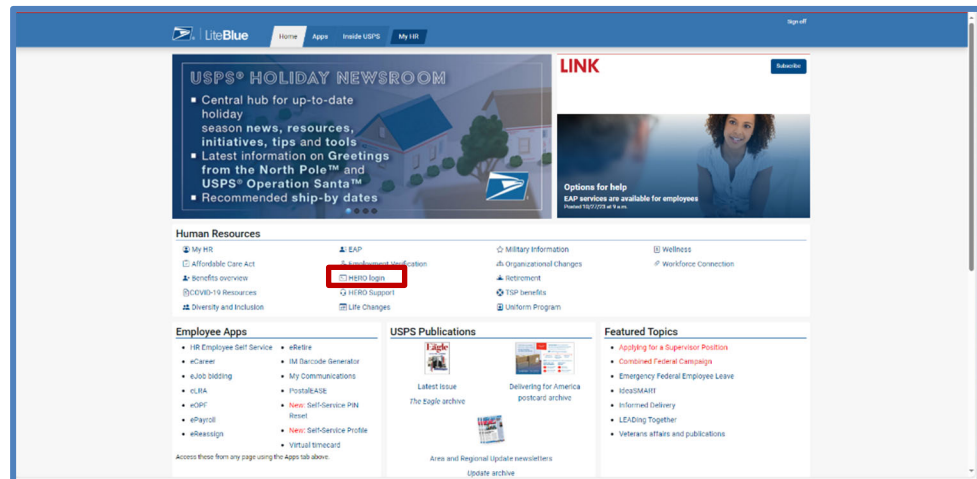
The screenshot displays the 'liteblue Human Resources' website. The header includes the USPS logo and 'usps.com'. Navigation tabs for 'Home', 'My HR', and 'Inside USPS' are visible, along with a search bar. A breadcrumb trail reads 'You are here: Departments / Human Resources / Subjects / Benefits'. A sidebar on the left contains links for 'Subjects' and 'Roles'. The main content area features a large 'Benefits' banner with a handshake image. Below this, there are several sections: 'I want to ...' with links to PostalEASE, OPM website, Employment Verification, and Beneficiary Forms; '2023 Open Season' with a medical icon and text about finding tools; 'Benefits Overview' with a photo of a man and text about benefits for career and non-career employees; 'Accounts' listing Flexible Spending Account, HSA, and TSP; 'Insurance' listing FEHB, USPS Health Benefits Plan, FEDVIP, FEGLI, FLTCIP, ACA, and PSHB; 'Salary/Leave' listing review info and leave programs; 'Money Management' listing retirement, commuter, direct deposit, and financial wellness; and 'News to Know' with a registration link for webinars. A footer contains 'HR Sitemap', 'Contact HR', 'Terms of Use', and 'Employee Apps', along with 'Contact LiteBlue', 'Privacy Policy', and 'Back to Top'.

In the center of the page, there is a link to Open Season resources. Each year in November and December, you have the option to enroll, change, and confirm your benefit selections for the upcoming calendar year. This link takes you to many valuable open season resources. There are also several other benefit-related links listed by topic in the center of the screen.



## Home Page: Human Resources: Learning Portal

Back on the LiteBlue Home page, under the Human Resources section, there is a link to the learning portal. The learning portal is available to you for self-development. It provides access to hundreds of self-development courses and the ability to create a profile. Your profile is a summary of your accomplishments and career goals.



To access courses from the learning portal home page, hover over the My Learning header. You have the option of searching for a specific course or browsing for courses by subject. Once you do, you will be presented with a list of courses matching your selections.

Courses available in the library are displayed. The portal offers hundreds of courses that you can take off the clock on any nonpostal computer on everything from coding to interpersonal skills.

Courses taken through the learning portal are added to your training record and can be used to support skills in your profile. We will discuss your profile in detail later in orientation.



**Training** clear

My Subjects

---

**Subject** clear

- Book Club
- Required Safety Training
- Safety Talks
- SkillSoft Library
  - Books and Videos
  - Business Continuity
  - Business Skills
    - Business Analysis
    - Communications Skills**
      - Listening
      - Written Communication
    - Finance and Accounting
    - Industry Overviews
    - Leadership
    - Management
    - Professional Effectiveness
    - Project Management
    - Sales
  - Compliance
  - Digital Transformation
  - Environmental, Safety & Health and Transportation
  - IT Skills
  - Leadership Development
  - Program powered by MIT SMR
  - Productivity & Collaboration Tools

All - Communications Skills 🌐
By Title ▼

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**Abbreviating, Capitalizing, and Using Numbers**

Online Class - Skillsoft

Writing well is not just about constructing logical sentences. It also involves the correct use of abbreviations, capital letters, and numbers in your business writing. Knowing how to use them consistently is a strong asset to have as part of your communication skills. In this course, you'll learn... [read more](#)

---

**Acting with Diplomacy and Tact**

Online Class - Skillsoft

People who communicate with diplomacy and tact are able to inspire confidence. Communicating a difficult message can be very challenging, so preparation is key to a successful outcome. In this course, you'll learn about developing a diplomatic approach to difficult conversations. You'll learn how to... [read more](#)

---

**Adapting Your Conflict Style**

Online Class - Skillsoft

Everyone has their own unique personality style. They also have a preferred style for dealing with conflict. Do you avoid conflict? Or do you take charge in a conflict situation? Perhaps you have a more cooperative approach? When working with others who have different styles, and when facing... [read more](#)

---

**Asserting Yourself in the Workplace**

Online Class - Skillsoft

Asserting yourself at work means more than pursuing your personal agendas. Often, it serves to benefit your project teams and your organization at large. This Challenge scenario explores the fine line between assertiveness, aggression, and passive-aggression.

---

**Audience and Purpose in Business Writing**

Online Class - Skillsoft

To write effective and appropriate business messages, you need to know your audience and your purpose. In this course, you'll discover how to identify your readers and create messages that convey the appropriate tone for different reader roles. You'll also explore how to write effectively for the... [read more](#)

---

**Become a Great Listener**

Online Class - Skillsoft

Communication is a two-way process – while one person provides information, another must not only understand what is meant, but also show that they're being receptive to that information. This requires strong listening skills – a vital asset in any business environment. In this course, you'll work... [read more](#)

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**Being a Responsible Corporate Digital Citizen**

Online Class - Skillsoft

Page 2-24

District Facilitator Guide



## Frequently Asked Questions (FAQs)

### HERO | Self-Development

#### GENERAL

##### What is Self-Development?

Self-Development is voluntary, off-the-clock training which an employee chooses to take in order to attain self-determined goals or personal objectives. Self-Development is not to be directly related to the employee's current job or definite future assignment and is separate from any mandatory or assigned training.

##### What are the benefits of Self-Development?

Self-Development provides all USPS® employees the opportunity to learn something new, grow personally, enhance current skillsets, or prepare for professional certifications for free.

##### Who can access self-development courses?

All employees can access this no-cost benefit through the Learning Portal in HERO.

##### What type of self-development courses can be accessed?

There are over 3,000 self-development courses in HERO that are organized in a variety of categories. These categories include leadership, project management, legal compliance, information technology skills, mobile devices and computer skills, finance and accounting, professional effectiveness, and human resources.

##### When and where can I complete self-development courses?

Most employees can access self-development courses anytime off-the-clock by logging into HERO through LiteBlue on their personal device or computer. Those who have the ability to view and/or impact another employee's training records (elevated access) can access self-development courses in HERO through Blue outside of their regular work hours and with advance approval. Management should support and provide the necessary postal equipment to the extent possible for those employees with elevated access who opt to complete self-development courses.

1

Last Updated: June 16, 2020



## Home Page: Employee Apps

The Employee Apps section holds links to several applications that are helpful for employees.

### Employee Apps

- [HR Employee Self Service](#)
- [eCareer](#)
- [eJob bidding](#)
- [eLRA](#)
- [eOPF](#)
- [ePayroll](#)
- [eReassign](#)
- [eRetire](#)
- [IM Barcode Generator](#)
- [My Communications](#)
- [PostalEASE](#)
- [New: Self-Service PIN Reset](#)
- [New: Self-Service Profile](#)
- [Virtual timecard](#)

Access these from any page using the Apps tab above.

### *Home Page: Employee Apps: HR Employee Self Service*

This link takes you to HR Employee Self Services where you can update your communication preferences and other information.

### *Home Page: Employee Apps: eCareer, eJob Bidding, and eReassign*

The links for eCareer, eJob Bidding, and eReassign allow you to access portals for employment activities. eJob and eReassign provide access to information related to bidding on a position or managing the reassignment process. eCareer is a portal to seek other employment opportunities within the USPS.

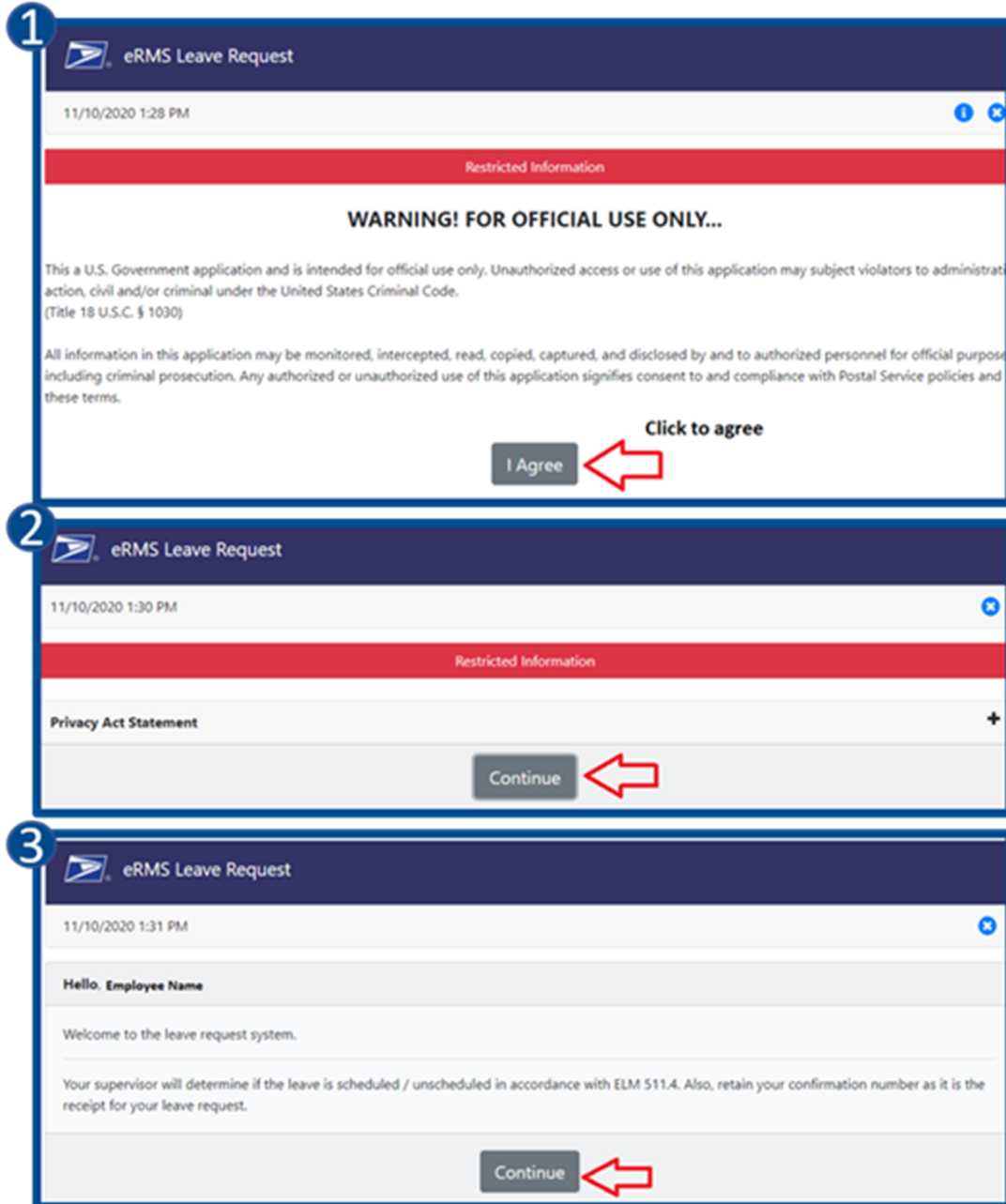
### *Home Page: Employee Apps: eLRA*

The Enterprise Leave Request Application (eLRA) allows you to request leave due to a non-job-related illness, injury, or emergency, and future leave over the internet.

You can utilize eLRA through LiteBlue from your home computer or compatible mobile device. Use your Employee Identification Number (EIN) and USPS Password to access LiteBlue and request leave. The application asks a series of questions to accurately record your leave. Your supervisor receives notification of the leave request. Be sure to record your confirmation number for your records.

Using eLRA is optional and does not prohibit you from manually completing and submitting a PS Form 3971, *Request for or Notification of Absence*, to request leave, if preferred.

Sign the system generated PS Form 3971 upon your return to your assigned work location. If you cannot use one of these systems, you must notify your supervisor.



4

eRMS Leave Request

11/10/2020 1:37 PM

Is your leave FMLA related?

Yes

No

← Prev   Next →

5

eRMS Leave Request

11/10/2020 1:37 PM

Select your leave type from the options below:

Sick Leave

Annual Leave

Leave Without Pay

Other

← Prev   Next →

6

eRMS Leave Request

11/10/2020 1:38 PM

What is the begin date of your leave?

11/27/2020

What is the end date of your leave?

Su	Mo	Tu	We	Th	Fr	Sa
1	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					

What time would you like your leave to begin?

07 : 00

How many total hours and/or minutes of leave are you requesting?

8

7

Verify the following information before submitting:

**Leave Request for:** Employee Name

**Leave Type:** 055-00 ANNUAL LEAVE - REGULAR

**From:** 11/27/2020 7:00 AM

**To:** 11/27/2020

**Total Hours:** 8

← Prev   Submit ✓

Cancel

*Home Page: Employee Apps: electronic Official Personnel Folder (eOPF)*

The electronic Official Personnel Folder (eOPF) provides electronic access to information contained in your Official Personnel Folder (OPF), which is the official record of your federal career. The application is generally available within 90 days of your postal appointment and must be accessed through LiteBlue on a nonpostal computer.

The screenshot displays the LiteBlue Human Resources website interface. At the top, the 'liteblue Human Resources' logo is on the left, and the 'UNITED STATES POSTAL SERVICE' logo is on the right, along with 'Log Off | usps.com'. A navigation bar includes 'Home', 'My HR', and 'Inside USPS', with a search box labeled 'search My HR'. Below the navigation bar, a breadcrumb trail reads 'You are here: Departments / Human Resources' and a 'Print' icon is visible. A sidebar on the left contains a menu with 'LiteBlue HR Home', 'Subjects', and 'Roles'. The main content area features a large 'eOPF' heading and a call-to-action: 'Access Personnel Folder Now!'. Below this, a 'System Alerts' box is empty, and a 'Need Help?' box provides contact information for technical assistance (1-800-USPS-HELP) and HR questions (HR Shared Service Center). The 'What is eOPF?' section explains that eOPF is an application for USPS employees to access their Official Personnel Folder electronically. It lists three capabilities: viewing and sorting contents, producing authenticated printouts, and printing the entire folder or specific documents. A link to 'eOPF FAQs' is provided. The 'Who Can Use eOPF?' section states that USPS employees can use the app via the LiteBlue website on a non-postal computer with Adobe 7.0 or higher. An image of a brown folder with 'eOPF' printed on it is shown on the right side of the 'What is eOPF?' section.

*Home Page: Employee Apps: ePayroll*

ePayroll allows you to view and print detailed earning statements for the current and prior pay periods, leave balances, payroll deductions, and gross and net pay for the pay period and year to date.


Statements Print Help ▾
Logout

### USPS Employee Earnings Statement

Employee Information

<b>Employee:</b>	JANE A DOE	<b>Employee ID:</b>	122531574	<b>Net Pay:</b>	<b>\$824.57</b>
<b>Finance Number:</b>	07-5621	<b>Pay Location:</b>	107		
<b>Pay Period:</b>	14-2021	<b>Pay Date:</b>	07/09/21		
<b>Inclusive Dates:</b>	06/19/21 - 07/02/21				

Paid Hours

Paid Hours

Pay Period	Week	RSC	Level	Step	Des Act	Salary Rate	Code	Description	Hours	Amount
14-21	1	0	06		110	1691	52	WORK HOURS	32.00	541.12
14-21	1	0	06		110	1691	55	ANNUAL LEAVE	8.00	128.801
14-21	2	0	06		110	1691	52	WORK HOURS	40.00	669.92
<b>Total Hours Gross Pay:</b>										1,339.84

Leave & Retirement Information

Additional Pay & Other Compensation

Additional Income

Description	Amount	
	Pay Period	YTD
<b>Total Additional Pay / Other Compensation:</b>	.00	.00
<b>Total Adjustments Gross:</b>	.00	.00
<b>Total Gross Pay:</b>	\$1,339.84	\$28,136.64

Deductions

**Home Page: Employee Apps: PostalEASE**

Access PostalEASE using Multi-Factor Authentication to elect and update benefits, access tax documents, and set up direct deposit.

The Main Menu page is divided into two sections: Payroll and Benefits. From Payroll you can make changes to Federal W-4, W-2, State Tax information, and set up direct deposits. From Benefits, you can access benefits.

**PostalEASE Employee Web Main Menu**

Note: Do not use the browser's Back or Forward button for navigating within PostalEASE.  
Use only the buttons included on the PostalEASE Web pages.

Payroll	Benefits
Allotments / Payroll Net To Bank	Federal Employees Health Benefits
Federal W-4	Thrift Savings Plan
eTravel Net To Bank	Federal Employees' Group Life Insurance
W-2	Flexible Spending Accounts
1095-C	Annual Leave Exchange
State Income Tax	Annuity Estimate
State Other Tax	eOPF Fulfillment
	Personal Statement of Benefits

[Log out](#)

*Brought to you in partnership by Human Resources and Information Technology*



### *Net To Bank*

Under Payroll is Net to Bank. This is one of the first applications many employees access in PostalEASE. You may choose to begin direct deposit or set an allotment here. An allotment indicates you want to have a specific amount of money taken out of your paycheck and sent to a bank account, such as a savings account.

Use Net To Bank to direct deposit your check into a bank account. If you elect direct deposit, or net to bank, you can have your paycheck routed automatically to your bank rather than receiving paper paychecks.

In order to register for direct deposit, you need your bank's routing number, your financial institution name, account number, and the account type. Your routing number is located on your bank checks and on your bank's website or mobile application.

Once your request is processed, your pay is deposited into the bank account you indicated. Pay stubs, or earning statements, are mailed to your home and viewable online through LiteBlue at ePayroll.

You can also access PostalEASE from the Employee Apps section on the LiteBlue Home page.

The screenshot shows a web interface titled "Allotments/Net To Bank Transaction Menu". Below the title is the instruction "Please select the type of transaction you wish to process". There are two main options, each with a button and a description:

- Allotments**: Add, change, or cancel your allotment transactions. A specified amount can be deposited into an account at a financial institution as an allotment. If your rate schedule code is B, C, K, M, N, P, Q, R, S, W2 or X you may have up to three allotments. If your rate schedule code is E and you are a career employee, you may also have up to three allotments; otherwise, you may have a maximum of two.
- Net To Bank**: Add, change, or cancel your Net To Bank Transactions. A Net To Bank transaction allows your net paycheck to be deposited directly into your bank account.

At the bottom of the menu are two buttons: "Back" and "Main Menu". Below the buttons is the text "USPS Restricted Information" in red.

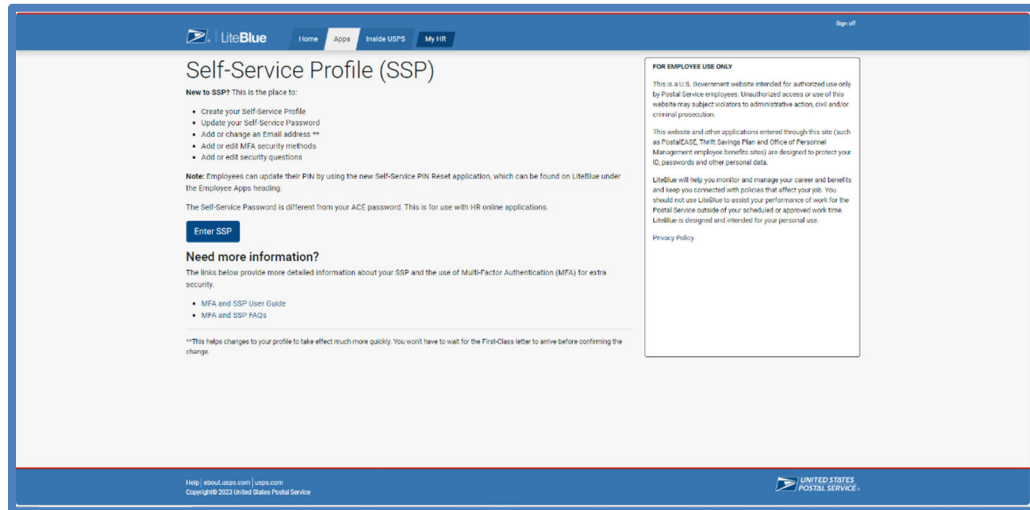
### *Additional Benefits*

Each benefit has its own contribution requirements and enrollment procedures.

If you are a career employee, when you convert to a career position, or after one year of continuous non-career employment, excluding any break in service of 5 days or less), you may also be eligible for additional career benefits. Please reference your Collective Bargaining Agreement for specific details on these benefits.

## Self-Service PIN Reset and Self-Service Profile

Self-service PIN and Self-Service profile allow you to reset your self-service Personal Identification Number (PIN) and to review and update your profile information. You can create a profile, update your password, add or change your email address, add or edit Multi-Factor Authentication security methods, and edit your security question.



## USPS Publications

Under this section, you can access publications, including issues of *the Eagle* and *Area and Regional Update* newsletters.



### Home Page: Featured Topics


Under Featured Topics are several links to helpful resources. Informed Delivery<sup>®</sup> shows you a snapshot of the mail you will receive today on your mobile device. Mail Call quarterly is a publication you can use to keep you up to date on veteran-related subjects. Submit a Lead allows you to contribute leads that you would like to submit for additional business for the organization.

#### Featured Topics

- [Applying for a Supervisor Position](#)
- [Combined Federal Campaign](#)
- [Emergency Federal Employee Leave](#)
- [IdeaSMART](#)
- [Informed Delivery](#)
- [LEADing Together](#)
- [Veterans affairs and publications](#)


### Home Page: Workforce Community

Workforce Community




Employee Engagement


**CONTINUOUS  
IMPROVEMENT**



#PostalProud



Employee  
DEALS



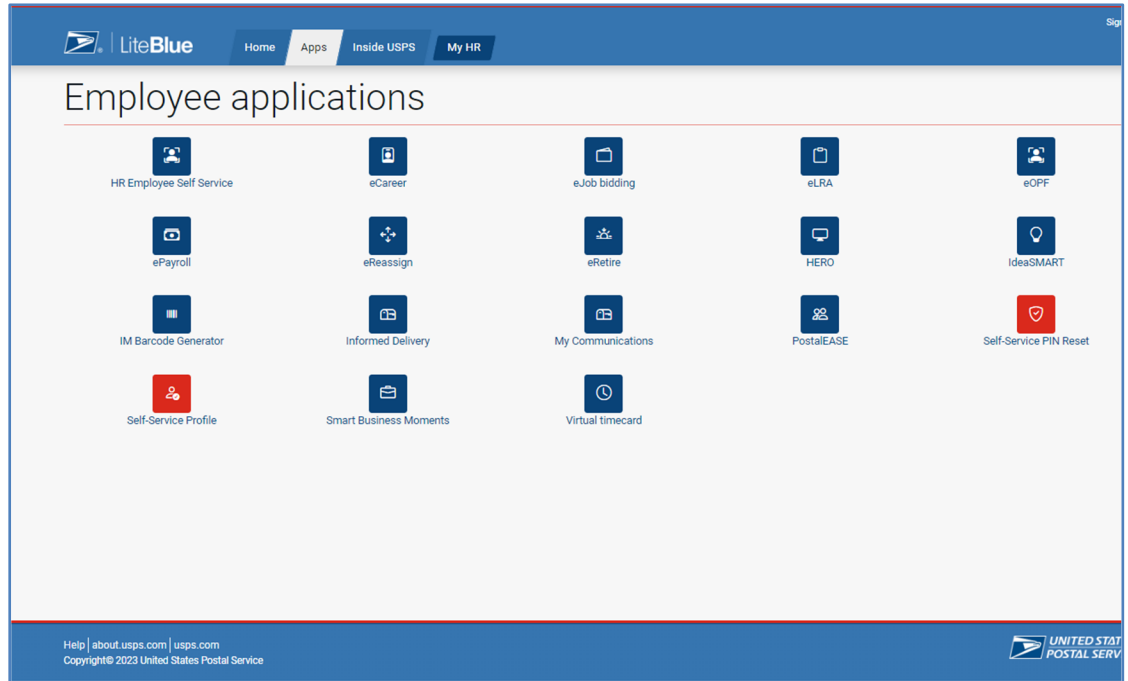
u CyberSafe?  
800-877-3247 | [cybersafe.gov](#)

As mentioned in the Ten-Year Delivering for America plan, employee engagement is a key focus of our organization. Under Workforce Community you can find a link to employee engagement topics and resources as well as information on continuous improvement.

The #PostalProud section features stories that show how our employees represent the brand. These stories emphasize how our postal heroes are involved in their communities. There is also cybersafe information on how to maintain the security of our IT systems, and links to employee deals.

## Employee Apps Tab

When you select the Employee Apps tab at the top of LiteBlue, you can see links that send you to key postal systems and applications quickly. Notice that eLRA, PostalEASE, the learning portal, your self-service profile, self-service PIN reset, and ePayroll are accessible here.



## Inside USPS Tab

The Inside USPS tab takes you to resources for USPS districts, organizational charts, About USPS® resources, and usps.com®, our customer-facing portal.

The screenshot shows the USPS LiteBlue website interface. At the top, there is a navigation bar with the USPS logo and 'LiteBlue' text. The navigation menu includes 'Home', 'Apps', 'Inside USPS' (which is highlighted), and 'My HR'. A 'Sign off' link is visible in the top right corner. Below the navigation bar, the main content area is organized into several sections:

- District Sites:** A list of 17 USPS districts: Atlanta, Central Plains, Chicago, Detroit, Greater Boston, Greater Indiana, Hawkeye, Houston, Kentuckiana, Lakeland, New York, Northern Ohio, Northern Virginia, Northland, Richmond, Sacramento, San Francisco, Santa Ana, Sierra Coastal, Triboro, and Western NY.
- USPS Leadership:** A section titled 'Organization Chart' with a bulleted list: Board of Governors, Executive Leadership Team, Leadership organization, Organization Chart with Photos - pdf, and Organization Chart without Photos - pdf.
- About USPS:** A section with a bulleted list: Homepage, News and Information, Holidays and Events, and Service Alerts.
- USPS.com:** A section with a bulleted list: Homepage, Buy Stamps & Shop, Print labels with postage, and Informed Delivery.
- iPass:** A section with a bulleted list: Identification for Postal Access and Security Standardization.

## My HR Tab

The My HR tab links you to the My HR Home Page we discussed earlier. You can access it from the Human Resources links on the Home page or here at the top of the page, as well.

## LiteBlue Summary

We have only covered some of the key systems and information that you can access from LiteBlue. Take time to explore LiteBlue to become familiar with the many resources available to help you throughout your postal career. As you become familiar with the site, you will be able to access a wealth of resources in just a few clicks.

## Summary

Your pay, leave, and other related benefits are all impacted by your attendance. Earnings statements reflect work and leave hours and miscellaneous deductions during a pay cycle. A signed PS Form 3971, *Request for or Notification of Absence* is critical for approving scheduled and unscheduled leave requests.

In this module we discussed using annual leave, Leave Without Pay, Family and Medical Leave, and Wounded Warrior Leave. LiteBlue, and PostalEASE applications were also discussed. Next, we talk about your safety at work.

## On Location

**District Facilitator: \*\*Pause video.**

**Give the Safely Accessing LiteBlue Stand-Up Talk.**

**District Facilitator: As a new employee, use LiteBlue to find a wealth of resources in just a few clicks.**

**District Facilitator: Answer participant questions about topics covered in this segment:**

- **LiteBlue**
- **Safely Accessing LiteBlue**
- **Multi-Factor Authentication**

## Accessing LiteBlue Stand-Up Talk

Basic awareness of online security and phishing are critical to developing a strong information security culture and protecting the Postal Service.

Phishing is a form of social engineering using e-mails, websites, or phone calls to obtain your sensitive information, such as usernames, passwords, and credit card details. Hackers use ploys such as phone calls, fake websites, e-mails, or notifications containing suspicious hyperlinks or attachments addressed to your e-mail.

Have you received unsolicited mobile text messages with an unfamiliar or strange web link that indicates a USPS delivery requires a response from you? If you never signed up for a USPS tracking request for a specific package, then don't click the link! This type of text message is a scam called smishing.

Smishing is a form of phishing that involves a text message or phone number. Victims will typically receive a deceptive text message that is intended to lure the recipient into providing their personal or financial information. These scammers often attempt to disguise themselves as a government agency, bank, or other company to lend legitimacy to their claims. USPS utilizes the 5-digit short codes to send and receive SMS to and from mobile phones.

The criminals want to receive personally identifiable information (PII) about the victim such as: account usernames and passwords, Social Security number, date of birth, credit and debit card numbers, personal identification numbers (PINs), or other sensitive information. This information is used to carry out other crimes, such as financial fraud.

Just as you should be wary of phishing e-mails, you should also be aware that you could receive a phone call asking you for the same information. This type of social engineering attack is called Vishing. One of the reasons these deceptions can be so convincing is that criminals can use personal information they've obtained from other sources to make a vishing attempt sound like an honest exchange.

Upon receiving an e-mail, you should always:

- STOP and THINK!
- Assess the sender.
- Review the greeting.
- Check for errors.

If the message seems odd or out of place (wording, tone of voice, or signature in the message is wrong or unusual), it may be an attack. Never trust e-mails that send you to URLs that only show an IP address.

### **Warning Signs for Fake Websites**

Typical warning signs include:

- Similar web address or URL.
- Identical logos, same branding, and similar or identical content.
- Typos and misspelled words.
- Low-resolution images or fake imagery.

### **Hints and Tips**

- Always keep your password safe and secure. Never share your password with others.
- Never share or provide your Multi-Factor Authentication (MFA) One Time Password (OTP) via text, phone call, e-mail etc.
- Always be vigilant! "https" and a padlock are good indicators the site is genuine but are not guarantees.
- Check the domain name! If it is not clearly identified or registered as a ".com" or ".net" domain, chances are it could be fake.
- If it is not [liteblue.usps.gov](https://liteblue.usps.gov), [ssp.usps.gov](https://ssp.usps.gov), or [ewss.usps.gov](https://ewss.usps.gov), it could be fake. Don't click it!
- Look through the website to see if there are name changes. If there are, it's likely a fake site.

- Hover over any link on the page to ensure the domain name matches the site domain.
- If you suspect that you are being targeted by a vishing scammer, do not return missed calls from unknown numbers, or interact with suspicious calls.

Immediately report all suspicious activity directly to the Cybersecurity Operations Center by e-mailing [cybersafe@usps.gov](mailto:cybersafe@usps.gov) or call 1-866-877-7247. Use the “Report to CyberSafe Button” in Outlook, if you have a USPS e-mail account, to report phishing attempts.

Remember, it is our shared responsibility to secure the United States Postal Service® information, resources, and systems.

## Multi-Factor Authentication/LiteBlue

Welcome to the United States Postal Service!

As an employee of the Postal Service, you will have access to your Self-Service Profile and Human Resource portals. While you will learn more about your new employee tools in your Welcome to USPS orientation class, it will be important to prepare by setting up your Self-Service Profile password.

You will receive an email with your Employee Identification Number (EIN) and the Self-Service Profile activation link.

**Step 1:** Using your preferred personal device (as defined below) select the following link and click Sign In on the main page. After selecting the link, you will have 20 minutes to set up your permanent password and Multi-Factor Authentication.

**Important Note:** Your preferred personal device is the PC, tablet, or phone that you will use to access your Self-Service Profile and Human Resource portals. It is important that your first log in attempt be made via your preferred personal device (not a USPS device).

**Step 2:** Follow the instructions to set up your permanent password and Multi-Factor Authentication.

**Step 3:** Once you have completed the security factors setup, you will have the ability to access employee Self-Service Web applications from the LiteBlue page <https://liteblue.usps.gov>.

Please keep the email and your permanent password in a safe place.

As a reminder, please be on the lookout for additional emails from the USPS.



## Frequently Asked Questions (FAQ) for New USPS Employees Multifactor Authentication (MFA) for LiteBlue



To protect employees and the organization from cybercriminals, the Postal Service requires multifactor authentication (MFA) for access to LiteBlue.

Multifactor authentication is an *identity verification method* in which users provide two or more confirmation factors to gain access to an online account. It is frequently used by banks and other institutions dealing with sensitive personal information.

When new employees log into LiteBlue, they will be required to set up their MFA preferences. Once an employee's MFA setup is enabled, these ID confirmation factors will be required each time he or she logs in.

**Important Note:** When setting up MFA for LiteBlue, use your preferred personal device. Your preferred personal device is the PC, tablet, or phone and that you will use to access your Self-Service Profile and Human Resource portals. It is important that your first log in attempt be made via your preferred personal device (not a USPS device). On your subsequent log in, you can use a USPS device if you have access to one.

### General Questions

#### Question: Why is Multifactor Authentication (MFA) being required for LiteBlue?

Answer: MFA is a tool to assist the Postal Service in preventing cyberattacks and protecting you and your personal information. It provides an additional level of security to help protect your ID, passwords, and other personal data from unauthorized access and misuse.

#### Question: Why can't I sign in to LiteBlue?

Answer: As a new employee, you will be unable to access LiteBlue until you establish your MFA preferences. Please follow the step-by-step instructions in the "Action Required: USPS Onboarding Instructions" email. If you did not receive or cannot locate the email, please call the HRSSC.

#### Question: How do I set up my MFA preferences for LiteBlue?

Answer: Follow the step-by-step instructions in the "Action Required: USPS Onboarding Instructions" email or the User Guide posted on the MFA Blue (<https://blue.usps.gov/itweb/ciso/identity-access-management/mfa.htm>) and LiteBlue (<https://liteblue.usps.gov/cyber/multifactor-authentication.htm>) pages to establish your MFA preferences.

#### Question: I am trying to reset my SSP password but do not know the answers to my security question. What can I do?

Answer: Follow the step-by-step instructions in the User Guide posted on the MFA Blue (<https://blue.usps.gov/itweb/ciso/identity-access-management/mfa.htm>) and LiteBlue (<https://liteblue.usps.gov/cyber/multifactor-authentication.htm>) pages to establish your MFA preferences.

#### Question: How can I change my MFA settings (to include my phone number on file)?

Answer: To change your previously established MFA settings, select the "Self-Service Profile" link on the LiteBlue sign in page or under HR Apps in LiteBlue. For detailed instructions please utilize the User Guide and refer to the "How to access your Self-Service Profile".



Last Updated: September 26, 2023

## **Module 3: A Safe and Inclusive Workplace**

### **Objectives:**

Upon completion of this module, you will be able to:

- Explain the importance and basics of working safely.
- Outline the role of the union in safety.
- Adhere to procedures for displaying postal badges on postal property.
- Identify general safety rules, practices, and procedures.
- Identify the Zero Tolerance policies and their purpose.
- Identify the advantages to an inclusive, equitable, and diverse workplace.
- Be aware of Equal Employment Opportunity (EEO) programs and remedies.
- Identify your rights and the remedies under antidiscrimination and whistleblower protection laws.
- Recognize workplace harassment and employee rights.

### **Time Allocated for Module:**

- 30 min

### **Instructional Methods:**

- Question and Answer Discussion
- Video

### **Participant Material Used:**

- Participant Guide

### **Media Required:**

- ACE Computer/LCD Projector



## **Introduction**

### **Our Commitment to You**

**District Facilitator: \*\*Play video.**

As a trusted federal organization, the Postal Service is committed to protecting you and your coworkers by addressing your workplace safety and values maintaining a fair and productive work environment.

There are many regulations in place that we follow as a federal organization that uphold our reputation as a conscientious employer.

Because our people are our most valued resource, we are invested in a safe and healthful workplace. This reinforces our integrity with our employees, customers, business partners, Congress, and ultimately, the American public.

### **Collective Bargaining Agreements/Union Partnerships**

Joint Labor-Management Safety Committees at the national and local levels meet to evaluate and make recommendations on all aspects of the USPS® Safety Program, to include adequate safety programs implemented at the local level and to conduct ongoing studies to improve workplace safety.

Management works to provide working conditions that are free of known dangers, and our union partners play an important role with workplace safety. All Collective Bargaining Agreements state that the Union and management work together to create a safe work environment for all employees.

## **Workplace Safety**

Next, we want to discuss your physical security, workplace safety, and the steps we take to keep you safe in our busy work environment. We take your safety seriously. Protecting our employees, the mail, our customers, and Postal Service™ property are just a few areas covered by safety policies to protect individuals from harm.

Physical security includes safety measures in your facility, safety-related programs, and practices that ensure we comply with Occupational Safety and Health Act (OSHA) rules.

The USPS Safety Program focuses on preventing accidents, eliminating hazards, and ensuring that we have safe work practices as our business changes and grows. We work to improve workplace safety with assistance from our union partners.

We provide physical security measures, ongoing safety education, and action plans for safety events. Physical measures include using a badge system to ensure employees are authorized to be in a specific facility, procedures for handling hazardous or suspicious mail, and policies for any unauthorized visitors.

### Identification (ID) Badges

All employees must wear and visibly display their ID badge to gain access to Postal Service™ facilities and it must be worn at all times while on Postal Service property.

Access to all workroom and restricted areas is limited to authorized on-duty Postal Service employees and authorized contractors. All other individuals are restricted unless they have legitimate business on the floor and are properly escorted.

If you encounter someone without an ID badge, follow your local physical security protocol, which may include notifying your supervisor.

### Safety Training

We are committed to providing you with the knowledge, skills and abilities needed to foster a safe work environment. Ongoing safety topics are chosen to reduce accidents and equip you with the tools needed to work safely throughout your postal employment. Every facility has a safety committee as a resource. In addition, we conduct Counseling At-Risk Employees, or CARE, conversations.

Counseling At Risk Employees (CARE) conversations engage you, as a new employee, in accident prevention. The goal of a CARE conversation is to eliminate future accidents and keep you safe by using accident statistics, root cause analysis, and Participant Action Plans, in combination with interactive dialogue, retraining, coaching, and recognition of potential safety hazards to reduce accidents and employee injuries.

The CARE program is never used for disciplinary action and is solely used to improve employee safety. It also provides a formalized process to add safety discussions to existing performance discussions, observation discussions, and accident investigations.

A manager or supervisor at your new location will familiarize you with any site-specific safety and health information necessary for you to do your job. Ask questions if you are unclear on how to perform your job safely. In the event you have an accident as a new employee, we will attempt to identify what led to it and equip you to be safe in that situation moving forward.

## Emergency Action Plan

Our commitment to your safety includes planning for emergencies. Emergency Action Plans at each facility inform you on how to respond to workplace emergencies. These plans consider natural disasters, extreme weather conditions, fires, and more specific risks in your geographic area.

For medical, fire, or police emergencies in a facility, dial 911 and notify your supervisor. To receive information about facility closures, late openings, or early closures due to facility problems, weather emergencies, etc. in your district, dial 1-888-EMERGNC (1-888-363-7462) to receive the latest information for your area. This number is noted in your Participant Guide and on the back of your ID badge.

When you arrive at your facility, your supervisor will provide you with location-specific plans in case of emergency. Learn where the exits are, the sound of the fire alarm, your assembly point location, and points of contact.

## **Diversity, Equity, and Inclusion**

### Diversity

The U.S. Postal Service has a proud tradition of serving the changing needs of the American people. Diversity is at the forefront of and integrated into our business strategies. Our top-down commitment to a strong diversity program will assist us in meeting one of our most important objectives - how to meet the demographic and economic growth of our diverse customer base and the sophisticated demands of tomorrow's workforce. The Postal Service identifies and implements initiatives designed to sustain a work environment that is fair and ethical and where opportunities for advancement are open to all.

Many people have heard the term diversity, but most do not understand how diversity and inclusion work hand in hand. The term diversity refers to the richness of people's viewpoints, experiences, cultures, and backgrounds. We value diversity and inclusion as a source of new ideas, perspectives, and energy. Diversity describes the unique identity-shaping characteristics that make up the USPS® workforce. We are the nation that we represent.

Diversity presents us with opportunities that go beyond traditional protected categories like sex, race, national origin, age, and disability to include:

- Educational background.
- Socioeconomic background.
- Professional history – your Postal Service history, your external job history, whether you have field experience, or not.

Our diversity efforts seek to build an organization of people from different backgrounds to drive business performance at the U.S. Postal Service.

## Equity

Equity is fairness and justice. Equity is not the same as equality. Equality means providing the same to all, and equity is recognizing that we do not all start from the same place. This is an ongoing process that requires us to identify and overcome intentional and unintentional barriers arising from biases and environmental factors, and lack of resources. We all play a part in ensuring that our workplace is fair and just for all.

## Inclusion

Inclusion is our ability to leverage the effectiveness of our organizational diversity in ways that make our employees feel valued and included. Inclusion flourishes in an environment that enables employees to contribute their unique and individual or group characteristics. Inclusion helps all employees feel like part of the organization's diversity efforts, and it brings everyone together rather than segmenting diverse groups from the workforce as a whole.

## Diversity as a Business Imperative

Diversity has been a long-standing value of the Postal Service; over the years, we have grown alongside this country and within our communities. The strength of our organization lies in our diverse workforce; growing this diverse and inclusive workforce is critical to achieving our goal of establishing USPS as the preferred delivery service for the American public.

Diversity is a business imperative. We reach the largest and most diverse population of people nearly every day. Therefore, we want to leverage our talents to create diverse product and service portfolios that satisfy our diverse customer base and yield revenue for the USPS.

As the population in the United States becomes more diverse, a growing number of consumers recognize and reward organizations that mirror real-world demographics, share their inclusive values, and advocate social causes that encourage diversity, equality, and equity.

A diverse workforce drives economic growth and can capture a greater share of the consumer market. Recruiting from a diverse pool of candidates also increases the quality of our applicants, and diversity in our workforce leads to diversity of thought—meaning greater creativity and innovation. These benefits of diversity directly serve our organizational goals of improving, modernizing, and revitalizing our processes and services in furtherance of our mission.

Diversity in the workplace is necessary to create a competitive economy. The Postal Service strives for a safe, productive, and inclusive workplace. We want every employee to know that we value diversity and pursue inclusion every day.

One of our key objectives is reinforcing a culture that respects diversity, fosters employee collaboration and engagement, and forges unity around organizational goals. When our employees feel involved in, committed to and enthusiastic about their roles, and when they understand how those roles support service-wide objectives, we all benefit from the business outcomes that follow.

Our business success and future depend on fostering the most inclusive workplace. You are responsible for helping us create an inclusive work environment that respects the uniqueness of every individual and encourages the contributions of people from different backgrounds, experiences, and perspectives.

Here are some things for you to consider in how you can promote diversity and inclusion in all your interactions with other employees.

*Practice positive, constructive work habits in the workplace.* Respect other people's personal space and workspace, show common courtesy, and practice two-way communication. Listen, listen, and listen more.

*Recognize and respect others and their individuality.* While we may have philosophical and physical differences, we are all working towards the same goals in the workplace. We do not have to agree with other people's beliefs and values, but we do need to respect everyone's individualism. In fact, our leaders value such individualism because that diversity drives positive business change and innovation.

*One of the best ways to put this philosophy into practice is to think before you speak and be sensitive to others.* When you are with your coworkers, you don't know everyone's background and perspectives; therefore, be thoughtful in your choice of words. Even though we need to think before we speak and be sensitive to others, there is nothing wrong with having healthy discussions about our differences. In fact, we encourage this dialogue because it helps our employees broaden their thinking and develop new ways to approach problem solving. One thing to avoid is using stereotypes and generalizations when you talk to others. What you perceive as unusual behavior could be differences in how people communicate, view the use of time, deal with conflict, or view the roles of individuals versus groups.

USPS values diversity and inclusion and has implemented strategies to leverage the diversity of our workforce. You can make a difference by promoting diversity and inclusion and respecting everyone's differences.

## **Workplace Violence Prevention and Zero Tolerance Policy**

In an organization of over 600,000 employees, it is critical to clarify our expectations for employee behavior. We take allegations of harassment, intimidation, assault, or threats seriously. The Postal Service has a Zero Tolerance Policy when it comes to violent and inappropriate behavior.



### What Is the Purpose of a Zero Tolerance Policy?

The Zero Tolerance Policy reaffirms the Postal Service's position on violence and inappropriate behavior in the workplace and includes reporting procedures. Management takes allegations of harassment, intimidation, assaults, or threats seriously, promptly investigates, and takes appropriate action as needed. Management consistently communicates and enforces postal policy regarding violent and inappropriate behaviors.

Zero Tolerance means we do not tolerate violence, intimidation, assault, or threatening behavior between or among coworkers or employees and customers. The concept of zero tolerance is based on the belief that no employee should have to work in an atmosphere of fear and intimidation. Every threat and every act of inappropriate behavior must be addressed.

Zero Tolerance covers any act of physical violence; actual, implied, or veiled threats, whether made seriously or in jest; and conduct (verbal, physical, or both) that is harassing or otherwise may lead to a hostile workplace. We will consistently communicate and enforce postal policy regarding violent and inappropriate behaviors.

For emergency situations, please contact the U.S. Postal Inspection Service at 1-877-876-2455. They are available 24 hours a day, seven days a week. A violence-free workplace is everyone's responsibility.

### What Is a Threat?

A threat is defined in the postal Threat Assessment Team Guide (Publication 108) as "a statement or act that carries the intention to inflict harm or injury on any person, or on his or her property. Threat also includes words or actions intended to intimidate another person or interfere with the performance of his or her official duties."

### Reporting a Threat of Violence

If you or others are in immediate physical danger, call 911 to contact local law enforcement. Take every incident or threat of violence seriously.

1. Report it immediately to the Postal Inspection Service at 877-876-2455 (monitored 24 hours a day, 7 days a week).
2. If you have been threatened; believe you are in a potentially unsafe situation that involves a co-worker, customer, and/or contractor; or believe a domestic violence situation could pose a threat in the workplace, please also notify your local management and your Threat Assessment Team (TAT). The TAT is led by the manager of labor relations (Inspection Service is also a member of the TAT).

### Threat Assessment Team

A major component of our workplace violence prevention program is the TAT. TATs support USPS's commitment to safety by addressing violent incidents and concerning behavior and finding ways to reduce the threat. A TAT is a multidisciplinary team to identify and assess threatening situations and develop a risk abatement plan that manages the potential risk of violence. These teams are located at district and area offices and at USPS headquarters in Washington, DC.

Report any other inappropriate workplace behaviors — such as uncontrolled anger, words or actions intended to intimidate or bully another person, or harassment — to your management officials.

- They will notify their threat assessment team as needed.
- Management will determine if an administrative investigation should be conducted.
- Reporting behaviors of concern can help us to address and resolve issues at the lowest levels before they escalate.

## ***Equal Employment Opportunity and No FEAR Act***

The Postal Service is committed to equal employment opportunity (EEO) and preventing discrimination in employment. Equal Employment Opportunity means that opportunities will be afforded to employees without regard to:

- Race.
- Color.
- Religion.
- Genetic information.
- National origin.
- Sex (including pregnancy, sexual orientation, and gender identity, including transgender status).
- Age (40+).
- Physical or mental disability.
- Past, present, or future military service.
- Retaliation for involvement in protected EEO activity.

It is also Postal Service™ policy to prohibit discrimination or harassment based on:

- Political affiliation.
- Marital status.
- Status as a parent.

Postal Service employees covered by a collective bargaining agreement may file grievances regarding wages, hours, and working conditions in accordance with the provisions of the applicable agreement. Nonbargaining, nonprobationary employees may use the appeal procedures under the provisions in Part 652 of the ELM.

If you believe that you have been the victim of discrimination, you must follow the EEO precomplaint process before filing a formal EEO complaint:

Using the online Postal Service EEO efile application at: <https://efile.usps.com> or by mail by providing your name, Social Security or employee identification number, address, and telephone number to:

NEEOISO (National Equal Employment Opportunity Investigative Services Office) – EEO CONTACT CENTER  
P.O. Box 21979  
Tampa, FL 33622-1979

Within 45 calendar days of the alleged discriminatory action, or in the case of a personnel action, within 45 days of the effective day of the action.

More than 45 days after an alleged discriminatory action if (a) you did not know about the action when it occurred, and (b) you file within 45 days of the time you knew or reasonably should have known it occurred.

## **No FEAR Act**

\*Refer to the Appendix for the No Fear Act notice.

On May 15, 2002, Congress enacted the “Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002,” and as amended by the Elijah E. Cummings Federal Employee Antidiscrimination Act of 2020, which is now known as the No FEAR Act. One purpose of the Act is to “require that Federal agencies be accountable for violations of antidiscrimination and whistleblower protection laws.” Public Law 107-174, Summary. In support of this purpose, Congress found that “agencies cannot be run effectively if those agencies practice or tolerate discrimination.” Public Law 107-174, Title I, General Provisions, section 101(1).

The Act also requires the United States Postal Service (Postal Service) to provide the No Fear Act notice to Postal Service employees, former Postal Service employees and applicants for Postal Service employment to inform you of the rights and protections available to you under the Federal antidiscrimination laws and whistleblower protection regulations.

### Antidiscrimination Laws

A Federal agency cannot discriminate against an employee or applicant with respect to the terms, conditions or privileges of employment on the basis of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity, including transgender status), age (40 or over), physical or mental disability, or genetic information, disability, or retaliation for engaging in EEO-protected activity as provided by law; or other non-meritorious factors, such as political affiliation, marital status, status as a parent, and past, present, or future military service. Discrimination against Postal Service employees and applicants on these bases is prohibited by one or more of the following statutes and regulations: 29 U.S.C. 206(d), 631, 633a, 791, 42 U.S.C. 2000e-16, Employee as well as the Labor Relations Manual (ELM) 665.23, 666.12.

If you believe that you have been the victim of unlawful discrimination on the basis of color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must contact the Postal Service Equal Employment Opportunity (EEO) office within 45 calendar days of the alleged discriminatory action, or, in the case of a personnel action, within 45 calendar days of the effective date of the action, before you can file a formal complaint of discrimination with the Postal Service. See, e.g., 29 CFR 1614.

If you believe that you have been the victim of unlawful discrimination on the basis of age, you must either contact the EEO office as noted above, within the time period noted above, or give notice of intent to sue to the Equal Employment Opportunity Commission (EEOC) within 180 calendar days of the alleged discriminatory action.

If you are alleging discrimination based on marital status or political affiliation, you may pursue a discrimination complaint by filing a grievance through the Postal Service's administrative or negotiated grievance procedures, if such procedures apply and are available. If those procedures do not apply or are not available, you may file a written complaint including as much specific information on the alleged violation as possible with the:

Vice President Labor Relations U. S. Postal Service  
475 L'Enfant Plaza, SW  
Washington, DC 20260-4100

If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination. You can request EEO Counseling using the Postal Service EEO efile application at: <https://efile.usps.com>.

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form. Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO — EEO Contact Center PO Box 21979  
Tampa FL 33622-1979

You must bring your complaint to the attention of the EEO office, as instructed above, by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you know or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

### Whistleblower Protection

A Postal Service employee with authority to take, direct others to take, recommend or approve any personnel action must not use that authority to take or fail to take, or threaten to take or fail to take, a personnel action against an employee or applicant because of disclosure of information by that individual that is reasonably believed to evidence violations of law, rule or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety, unless disclosure of such information is specifically prohibited by law or such information is specifically required by Executive order to be kept secret in the interest of national defense or the conduct of foreign affairs.

Whistleblower protection laws protect employees who disclose certain information without willful disregard for the truth or falsity of the information or knowledge that it is false.

Whistleblower disclosures are disclosures of information that an employee believes evidence:

- A violation of any law, rule, or regulation.

- A gross waste of funds, gross mismanagement, an abuse of authority or a substantial and specific danger to public health and safety.

Whistleblower protections only apply to disclosures of information that are not specifically prohibited by law, except that employees can always disclose information to the Inspector General of the Postal Service.

We want you to know that you are protected from retaliation when you:

- File a complaint about, report, or oppose prohibited harassment, discrimination, or retaliation.
- Make a whistleblower protected disclosure.
- Participate in any process or proceeding designed to investigate or remedy harassment, discrimination, retaliation, or whistleblower disclosures.

Retaliation against an employee or applicant for making a whistleblower protected disclosure is prohibited by ELM 666.18. If you believe that you have been the victim of whistleblower retaliation, the preferred method for filing a complaint with our office is to use the OIG online complaint form at:

Whistleblower Complaint Form | USPS Office of Inspector General ([usps.oig.gov](https://usps.oig.gov))

You can also send your complaint by mail to:

ATTN: HOTLINE  
USPS OIG  
1735 North Lynn Street  
Arlington, VA 22209-2020

You may also contact the Office of Inspector General Hotline through facsimile at 866-756-6741.

### Retaliation for Engaging in Protected Activity

The Postal Service cannot retaliate against an employee or applicant because the individual exercises rights under any of the Federal antidiscrimination laws or whistleblower protection regulations listed above. If you believe that you are the victim of retaliation for engaging in protected activity, you must follow, as appropriate, the procedures described in the Antidiscrimination Laws and Whistleblower Protection sections above or, if applicable, the administrative or negotiated grievance procedures in order to pursue any legal remedy.

### *Disciplinary Actions*

Under the existing laws, the Postal Service retains the right, where appropriate, to discipline a Postal Service employee for conduct that is inconsistent with Federal Antidiscrimination Laws and Whistleblower Protection regulations up to and including removal. Nothing in the No FEAR Act alters existing laws or permits the Postal Service to take unfounded disciplinary action against a Postal Service employee or to violate the procedural rights of a Postal Service employee who has been accused of discrimination.

### *Additional Information*

For further information regarding the No FEAR Act refer to Public Law 107-174, the No Fear Act notice, and the Postal Service No FEAR Act Web page <http://www.usps.com/nofearact>.

### *Existing Rights Unchanged*

Pursuant to section 205 of the No FEAR Act, neither the Act nor the No Fear Act notice creates, expands or reduces any rights otherwise available to any employee, former employee or applicant under the laws of the United States. Retaliation against an employee or applicant for making a whistleblower protected disclosure is prohibited by ELM 666.18.

## **Identifying and Preventing Workplace Harassment**

Harassment occurs when unwelcome verbal or physical conduct demeans or shows hostility or aversion toward an individual or group of individuals because of their membership in a protected group or in retaliation for EEO activity. To be considered harassment under the law, the behavior must also (1) result in an intimidating, hostile, offensive work environment; (2) unreasonably interfere with an individual's work performance; or (3) otherwise adversely affect an individual's employment opportunities.

Sometimes actions intended as innocent and fun may be perceived as harassing behavior. The important distinction is that harassment is unwelcome. The victim may be the person harassed or others who hear or witness the offensive conduct and are affected by it.

Examples include:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in negative stereotyping.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Circulating written or graphic material that belittles or shows hostility or aversion toward an individual or group.

Sexual harassment includes:

- An invitation to have sex in exchange for favors or unwelcome intimate touching, patting, or grabbing.
- Making repeated comments about a person's appearance.
- Brushing up against someone.
- Displaying sexually explicit pictures or emails.
- Making frequent sexual comments or jokes.

We will not allow retaliation if you come forward to report this behavior.

### What Employees Can Do to Prevent Harassment

You can help stop harassment in the workplace by the following actions:

Do not condone harassment or inappropriate behavior by participating in the activity or remaining silent.

Do not ignore teasing, jokes, remarks, or questions directed at you or at others that may be hurtful, inappropriate, or illegal.

Ask the person or persons doing the harassing or behaving inappropriately to stop, even if the behavior is not directed at you, if you feel comfortable doing so.

Report harassing behavior to your immediate supervisor or manager, another supervisor or manager, or the manager of Human Resources.

Once reported, it is management's responsibility to act to stop any inappropriate behavior, investigate, and ensure that harassing or inappropriate conduct does not occur. Keep a written record of everyone you speak to about the incident(s), witnesses, and dates you spoke to them.

Bargaining unit employees may also seek relief through grievance-arbitration procedures. Some nonbargaining unit employees may also use the grievance procedures described in ELM 652.3, *Other Appealable Actions*.

The Employee Assistance Program (EAP) is available to give you emotional support for problems that may result from being harassed. Contact an EAP counselor at 800-EAP-4-YOU (800-327-4968). Help is available. Do your part. Take appropriate action.



## Resources

Resources available to you include:

- Poster 72, *Equal Employment Opportunity is the Law.*
- Poster 159, *Workplace Harassment, Know Your Rights, Take Responsibility!*
- Postal Service Publication 133, *What You Need to Know about EEO.*
- Employee and Labor Manual (ELM) 660, *Conduct.*
- Employee and Labor Manual (ELM) 670, *Diversity, Equal Employment Opportunity, and Prevention of Employment Discrimination.*
- Publication 553, *Employee's Guide to Understanding, Preventing, and Reporting Harassment.*

Job Aid 12.1, Poster 72, Equal Employment Opportunity is the Law

## EQUAL EMPLOYMENT OPPORTUNITY IS THE LAW

Federal law requires the Postal Service™ to afford equal employment opportunity to employees and applicants for employment regardless of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification. Employment discrimination or retaliation for engaging in an EEO-protected activity is prohibited.

### How to Begin the EEO Process

**Who** If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination.

**When** You must bring individual and class action complaints to the attention of the EEO office by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you knew or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

**How** **Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>**

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO — EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979

### What Will Happen

An EEO professional will contact you. The EEO professional will look into your problem and try to help the parties reach a resolution within 30 days. If the parties are unable to agree on a resolution, and you agree to extend the time period, the precomplaint processing period will be no longer than 90 calendar days.

As an alternative to traditional counseling, the Postal Service may offer mediation as a part of the EEO process. If the matter is not resolved by the conclusion of the counseling process, or if the matter is mediated without resolution, the EEO professional will advise you of the procedures for filing a formal complaint.

You may request that your name not be disclosed during the counseling portion of the EEO complaint process.

**NOTE:** If you request EEO counseling via mail, a package of EEO information and forms will be sent to you. After you complete and return the applicable forms to the address provided, an EEO professional will contact you.

Poster 72, November 2018  
PSN 7690-03-000-9326



## Job Aid: Poster 159, Workplace Harassment, Know Your Rights, Take Responsibility!

### WORKPLACE HARASSMENT KNOW YOUR RIGHTS! TAKE RESPONSIBILITY!

#### ELIMINATING WORKPLACE HARASSMENT

The United States Postal Service® is committed to providing a work environment free of harassment or other inappropriate conduct based upon race, color, religion, sex (including pregnancy, sexual orientation, and gender identity including transgender status), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future), or in reprisal for an employee or applicant's complaint about or opposition to discrimination or participation in any process or proceeding designed to remedy discrimination.

The Postal Service workplace must be one in which all employees are treated with dignity and respect by supervisors, subordinates, and coworkers. Supervisors and managers will take prompt action to prevent, address, and remedy workplace conduct that is contrary to this policy.

#### STOPPING INAPPROPRIATE BEHAVIOR

Inappropriate behavior in the workplace, even if it does not meet the legal definition of harassment, undermines morale and violates the Postal Service's policies and standards of conduct. The Postal Service may use disciplinary action even if the conduct does not rise to the level of harassment as defined under the law as such conduct violates Postal Service policy and will not be tolerated. The Postal Service owes its employees a safe, productive, and inclusive workplace and will tolerate nothing less.

#### WORKPLACE HARASSMENT IS AGAINST THE LAW

Under federal antidiscrimination laws, harassment is defined as unwelcome verbal or physical conduct that demeans or shows hostility or aversion toward an individual or group of individuals. Employees will be subject to

disciplinary action, up to and including removal, for engaging in harassing behavior such as, but not limited to:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Making derogatory comments relating to or arising out of a person's military service.
- Complaining about a person's absence to perform military service.
- Making or threatening to make employment decisions based on an employee's submission to, or rejection of, sexual advances or requests for sexual favors.
- Deliberate or repeated unsolicited remarks with a sexual connotation, or physical contact of a sexual nature that is unwelcome to the recipient.
- Behavior that creates a sustained hostile or abusive work environment so severe or pervasive that it unreasonably interferes with or changes the conditions of one's employment.

#### OBLIGATION TO REACT PROMPTLY

Postal Service employees who believe that they are the victims of workplace harassment or inappropriate conduct, or who have witnessed such harassment, should bring the situation to the attention of any one of the following:

- Their immediate supervisor or manager.
- Any supervisor or manager.
- The manager, Human Resources.
- A union representative or coworker who will speak to a manager on the employee's behalf.
- A special agent of the Office of Inspector General.

#### CONFIDENTIALITY

The Postal Service, to the extent possible, protects the confidentiality of an employee's workplace harassment complaint.

#### WHAT THE POSTAL SERVICE REQUIRES OF MANAGERS AND SUPERVISORS

Any manager or supervisor who receives a complaint must act to stop any inappropriate behavior, ensure that a prompt and thorough investigation is conducted, and ensure that the harassing or inappropriate conduct does not persist—even if the behavior does not rise to the legal definition of harassment.

#### MANAGEMENT INQUIRY

All managers and supervisors must follow the Management Inquiry Process materials available in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*, when a complaint is brought to their attention. If workplace harassment or inappropriate conduct is found, managers must take prompt and appropriate remedial action.

#### ADDITIONAL RELIEF

In addition, you can seek relief through:

- The EEO complaint process;
- Grievance arbitration procedures established through the collective bargaining agreements with the unions; and
- The appeal procedures for employees not subject to the provisions of the collective bargaining agreement, as described in the *Employee and Labor Relations Manual (ELM)*, 650.

If you elect to pursue an EEO complaint, you must request EEO counseling through the online Postal Service EEO efile application at <https://efile.usps.com>. Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification

number, address and telephone number to:

NEEOISO – EEO Contact Center  
PO Box 21979  
Tampa, FL 33622-1979

You must request counseling within 45 days of the act or acts giving rise to the claim in order to preserve your rights under federal law. You also have a right to pursue a complaint involving employment matters covered by USERRA to the Department of Labor, Veterans Employment and Training Service, by calling toll free: 1-866-4-USA-DOL. If you are deaf or hard of hearing, you can call toll free: 1-877-889-5627. You may also file a complaint with the Merit Systems Protection Board electronically at <https://e-appeal.mspb.gov>.

#### CRIMINAL MISCONDUCT

Report any possible criminal misconduct, sexual or otherwise, to local law enforcement and Postal Management. Report any physical assault, threat of a physical assault or stalking to the Postal Inspection Service. Report any threatening or harassing communications or obscene or indecent images and materials, which are transmitted through the use of any electronic device, computer or the Internet, to the Office of Inspector General.

#### RETALIATION IS ILLEGAL

Retaliation against employees who raise a claim of workplace harassment, report inappropriate conduct, or provide evidence in any investigation is illegal and can result in disciplinary action.

#### ZERO TOLERANCE

The Postal Service will not tolerate any workplace harassment or other inappropriate conduct based on race, color, religion, sex (including sexual orientation, gender identity, and gender stereotypes), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future) or in reprisal for prior EEO or USERRA activity.

## On Location

**District Facilitator: \*\*Pause video.**

### Summary

**District Facilitator: We have discussed physical security, workplace safety, and the steps we take to keep you safe in our busy work environment.**

**District Facilitator: Answer participant questions about topics covered in this segment:**

- **Workplace Safety**
- **ID Badges**
- **Emergency Action Plans**
- **Diversity, Equity, and Inclusion**
- **Zero Tolerance**
- **Equal Employment Opportunity**
- **NO Fear Act**
- **Preventing Workplace Harassment.**

We have discussed physical security, workplace safety, and the steps we take to keep you safe in our busy work environment. We mentioned that you must wear your postal ID on postal property and you will receive ongoing and topic-specific safety training and information throughout your postal career, to include Emergency Action Plans at each facility that inform you on how to respond to workplace emergencies.

The USPS Safety Program is focused on preventing accidents, eliminating hazards, and taking steps to ensure that we have safe work practices as our business changes and grows.

You are responsible for performing your duties in the safest possible manner at all times. If you have questions regarding how to perform your work safely or more generally about safety in the workplace, you have resources and individuals in your office to help you. Speak with your Postmaster, supervisor, or manager.

Always remember, Safety Depends on Me.

We are dedicated to your success. The Postal Service's mission is to provide reliable universal service and respond to changing needs of our customers. We comply with all laws that govern a safe and fair workplace. We are committed to upholding the security and sanctity of the mail. The Postal Service values diversity and inclusion and has implemented strategies to leverage the diversity of our workforce. You can make a difference by promoting diversity and inclusion and accepting everyone's differences.

We have a long-standing commitment to equality of opportunity in every aspect of employment. We follow antidiscrimination and whistleblower protection laws. We are committed to upholding our workplace policies. These include affording Equal Employment Opportunity (EEO), protection from harassment, discrimination, and retaliation, and preventing, investigating, and remedying workplace harassment violations.


We provide you with this information because we are dedicated to a workplace that values you for your unique perspective. All of us share in the responsibility for successfully incorporating our policy on equal employment opportunity in every aspect of our duties and complying with this country's EEO laws.

The Postal Service has zero tolerance policies regarding sexual harassment, workplace violence, and workplace harassment that applies to all employees of the Postal Service. Addressing inappropriate behaviors promptly can effect change and reduce or eliminate potential violence. A violence-free workplace is everyone's responsibility.


We expect all employees to refrain from practicing or tolerating harassment or discrimination. Employees found to have violated our policies are subject to corrective action up to and including removal from the Postal Service.



## Resources



U.S. Department of Labor



**OSHA**<sup>®</sup>  
Occupational Safety  
and Health Administration

# Job Safety and Health IT'S THE LAW!

**All workers have the right to:**

- A safe workplace.
- Raise a safety or health concern with your employer or OSHA, or report a work-related injury or illness, without being retaliated against.
- Receive information and training on job hazards, including all hazardous substances in your workplace.
- Request a confidential OSHA inspection of your workplace if you believe there are unsafe or unhealthy conditions. You have the right to have a representative contact OSHA on your behalf.
- Participate (or have your representative participate) in an OSHA inspection and speak in private to the inspector.
- File a complaint with OSHA within 30 days (by phone, online or by mail) if you have been retaliated against for using your rights.
- See any OSHA citations issued to your employer.
- Request copies of your medical records, tests that measure hazards in the workplace, and the workplace injury and illness log.


**Employers must:**

- Provide employees a workplace free from recognized hazards. It is illegal to retaliate against an employee for using any of their rights under the law, including raising a health and safety concern with you or with OSHA, or reporting a work-related injury or illness.
- Comply with all applicable OSHA standards.
- Notify OSHA within 8 hours of a workplace fatality or within 24 hours of any work-related inpatient hospitalization, amputation, or loss of an eye.
- Provide required training to all workers in a language and vocabulary they can understand.
- Prominently display this poster in the workplace.
- Post OSHA citations at or near the place of the alleged violations.

On-Site Consultation services are available to small and medium-sized employers, without citation or penalty, through OSHA-supported consultation programs in every state.

*This poster is available free from OSHA.*

**Contact OSHA. We can help.**



**1-800-321-OSHA (6742) • TTY 1-877-889-5627 • [www.osha.gov](http://www.osha.gov)**



# Module 4: Your Responsibility to Us: Sanctity of the Mail and Safety

## Objectives:

Upon completion of this module, you will be able to:

- Define steps you can take to protect the sanctity of the mail.
- Identify anonymous mail, suspicious mail, and dangerous goods in the mailstream.
- Follow safety procedures for anonymous mail, suspicious mail, and dangerous goods in the mailstream.
- Recognize and follow cybersafe prohibitions on personal devices connected to USPS networks, systems, and machinery.

## Time Allocated for Module:

- 1 hour 15 minutes

## Instructional Methods:

- Question and Answer Discussion
- Video

## Participant Material Used:

- Participant Guide

## Media Required:

- ACE Computer/LCD Projector





## ***Your Responsibility to Us***

### **▶▶ District Facilitator: \*\*Play Module 4 videos.**

Now that we have discussed the Postal Service's commitment to a safe, fair, and equitable workplace, let's talk about your role in supporting our common mission together.

As a postal employee you have a responsibility to keep the mail, yourself, and your coworkers safe, and to protect postal and public property, information, and systems. This includes accident prevention, identifying safety hazards, and responding to suspicious mail. We require postal employees to exhibit the highest level of integrity and a dedication to each other and our customers. We will outline our expectations in support of a safe, fair, and equitable work environment and discuss how your conduct represents the Postal Service.

### **Sanctity of the Mail**

First, keep the mail safe. You serve the public and must maintain the sanctity of the mail. Sanctity means something that is of the utmost importance, or sacred. Protecting the sanctity of the mail means to protect the mail from theft and unauthorized opening, reading, or destruction. This protection is federal law and a core responsibility of all postal employees. You must be alert for any signs of problems or criminal activity directed at violating the sanctity of the mail. Report any suspicious activity immediately to your supervisor.

There are many actions you can take to protect the sanctity of the mail. Always wear your postal ID badge while on the job and report anyone in a postal facility that does not have the proper ID displayed. Always secure facility doors. When driving a postal vehicle, always secure it.

Maintain the privacy of our customers and the contents of their mail. You should never open mail. If you see an open mailpiece or package, immediately report it to a supervisor.



## Your Role in Protecting the Security of the U.S. Mail

As a Postal Service employee you must preserve and protect the security of all mail in your custody from unauthorized opening, inspection, tampering, delay, reading of the contents or covers, or other unauthorized acts. With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Mail Recovery Center), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime. Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution. Mail security instructions are contained in part 274 of the *Administrative Support Manual*.

Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, *Theft of Mail Matter by Officer or Employee*, states:

"Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."

### Acknowledgment

I understand that it is my duty to report immediately to my supervisor or to a Postal Inspector any information I may have of any theft, pilferage, unlawful delay of mail, or evidence of intent to commit such a crime. I fully understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, or to steal or attempt to steal mail of any kind, even if it appears to be worthless, or to allow others to do so. My signature below indicates that I have read and fully understand the above and I will comply.

Signature of Employee

Date

PS Form 8139, January 2013

The Postal Inspection Service is our federal law enforcement division. They have full investigative authority. They enforce the laws that protect the mail, postal employees, and customers.

To ensure the proper handling of mail, the Postal Inspection Service regularly audits facilities to ensure employees report open mailpieces. It is illegal to steal, open, read, or destroy mail that is not addressed to you. Doing so is a federal offense.

### Privacy Act and Personally Identifiable Information

All federal employees are subject to the Privacy Act and the Freedom of Information Act. The Privacy Act, in basic terms, means that through your job responsibilities, you may have access to personal data, or personally identifiable information (PII) about customers, your fellow employees, postal suppliers, and others. Examples of PII include an individual's name, Social Security number, and biometric records, which alone or in combination with other identifying information can be used to trace an individual's identity. It is illegal to use this information for anything other than your work duties.

### **Safety Guidelines**

The Postal Service is committed to a safe workplace. Policies and procedures exist to support your safety and well-being. But you also play a critical role in protecting the safety of your workplace and the safety of others, every day.

Safety rules are for your benefit and as our motto says, "Safety Depends on Me."

General Postal Service safety rules include, but are not limited to:

- Never work under the influence of alcohol or illegal drugs (including marijuana), or prescription drugs that make it unsafe for you to do your job.
- Never sell, possess, or use illegal drugs (including marijuana) on USPS® premises. If you are required to take physician-prescribed drugs that could impair your mental or physical abilities, you must notify your supervisor.
- Never drive or work around moving equipment while under the influence of drugs (including marijuana or alcohol).
- No firearms, dangerous weapons, fireworks, alcohol, or illegal drugs (including marijuana) are allowed on postal property or while on duty representing the Postal Service.
- No horseplay, scuffling, fighting, or playing practical jokes while on duty.
- No running in postal facilities. Hold the handrail when walking up or down stairs.

- Do not toss or throw packages or bundles of mail, unless required by the operation (e.g., culling belt, etc.).
- Observe all warning signs and notices installed for your protection.
- Comply with all safety and health regulations, procedures, and practices, including the use of Personal Protective Equipment (PPE).
- Follow established maintenance lockout/tagout procedures.
- Drive defensively and professionally; extend courtesy in all situations; and obey all state, local, and postal regulations (including seatbelts while driving any postal vehicle).
- Report unsafe conditions to your supervisor immediately.

### Proper Footwear

Wear appropriate work shoes that are fully enclosed at the heels, toes, and sides, made of leather or a substantial synthetic material. Canvas or nylon are not acceptable.

On the workroom floor, do not wear the following types of shoes:

- Heels more than 1½ inches and soles more than ½ inch in height.
- Spiked heels, regardless of height.
- Open shoes such as sandals, mules, house slippers, clogs, wedges, flip flops, etc.
- Heels with steel taps.
- Shoes with cloth, nylon, or mesh-woven tops, such as tennis shoes, athletic or jogging shoes (except those with leather or leather-like uppers), moccasins, etc.
- Shoes no longer adequate because of disrepair.

Other safety rules may apply to your job and your supervisor or on-the-job instructor will go over these with you when you report to your location.

# Postal Shoe Policy

You are required to wear approved slip resistant shoes at all times!  
Proper slip resistant shoes keep you and others safe.



**APPROVED  
SHOES**



**NOT APPROVED  
SHOES**

All employees **MUST** wear proper footwear while on the workroom floor. Shoes **MUST** be fully enclosed on all sides and are made of leather (canvas and nylon are **NOT** allowed). Employees who wish to request an exception to these rules for a medical reason must submit a written request enclosing all medical documentations to the Human Resource Manager for prior approval. **RANDOM SHOE INSPECTIONS** may be conducted at any time. Proper fit, good condition of leather and shoe strings and sufficient soles must be intact. Employees wearing shoes that are not authorized or shoes that are inadequate will be subject to administrative action.

**✓ APPROVED**

- Heels less than 1 ½ inches
- Sole height is ½ inch or less
- Must be leather
- Must be fully enclosed

**✗ PROHIBITED**

- Spiked heels
- Canvas, cloth, mesh or nylon
- Tennis, athletic, jogging or sneakers that are not made of leather
- Open toe, open heel, sandals, house slippers
- Z-Coil, flip-flops or platform shoes



Thank you for following safety rules.

## On Location

**District Facilitator: \*\*Pause video.**

**District Facilitator: Answer participant questions about topics covered in this segment:**

- **Sanctity of the Mail**
- **Privacy Act and PII**
- **Safety Guidelines**
- **Proper Footwear**

**District Facilitator: \*\*Resume video.**

### Accident Reporting

To perform your duties in the safest way possible, decide to work safely every day. Work-related injuries can cause time away from work and impact your family. Follow safety rules and general safe work practices and procedures to work safely and help others stay safe.

Management works to provide working conditions that are free of known dangers. Management also relies on you to immediately report safety hazards and unsafe working conditions to your supervisor. Accidents are to be reported immediately and, should medical attention be necessary, employees will be provided the proper forms and medical attention.

Unsafe acts:

- Using defective equipment.
- Using equipment improperly.
- Failure to use personal protective equipment.
- Improper lifting.
- Improper loading or placement.
- Operating at improper speed.
- Operating without authority.
- Failure to warn or secure.
- Making safety devices inoperable.



Unsafe conditions:

- Missing guards or protection.
- Defective tools and equipment.
- Congested work areas.
- Mail equipment blocking egress or fire extinguishers.
- Excessive noise.
- Inadequate illumination or ventilation.
- Fire and explosion hazards.
- Broken and uneven sidewalks.

All employees must be vigilant, involved, and ready to actively participate in workplace security. To bring any safety concerns or hazardous situation to management's attention, complete PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice*.



PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice.*

	<h2 style="margin: 0;">Report of Hazard, Unsafe Condition or Practice</h2>		Hazard Control Number <i>(Assigned by Safety Officer)</i> _____
<b>I. EMPLOYEE'S ACTION</b>			
Area (Specify Work Location)			
Describe hazard, unsafe condition or practice. Recommended corrective action.			
<b>Employee</b>	Print and Sign	Date and Tour	
<b>II. SUPERVISOR'S ACTION</b>			
Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. <i>(If corrective action has been taken, indicate the date of abatement.)</i>			
<b>Supervisor</b>	Print and Sign	Date	
<b>III. APPROVING OFFICIAL'S ACTION (Check One and Complete)</b>			
The following corrective action was taken to eliminate the hazard, unsafe condition or practice <i>(Indicate date of abatement):</i>			
A work order has been submitted to the manager, plant maintenance to effect the following change:			
There are no reasonable grounds to determine such a hazard exists. This decision is based upon:			
<b>Approving Official</b>	Print and Sign	Date	Date Employee Notified
<b>IV. MAINTENANCE ACTION (Complete if Necessary)</b>			
<b>Maintenance Supervisor</b>	Print and Sign	Date	Date Hazard Abated
PS Form <b>1767</b> , March 2017 PSN 7530-01-000-9422			
WHITE – Local Safety Office <i>(After Abatement)</i> PINK – Local Safety Official <i>(Initial Notice)</i> YELLOW – Approving Official      BLUE – Employee			

You receive ongoing safety training to prepare you to perform your job safely. Common topics include ergonomic lifting, safe driving, and avoiding heat illness.

### Ergonomics

Ergonomics is the idea of working smarter to keep our bodies injury free and of making things more user friendly. Many postal positions are active. Always use safe lifting techniques to protect yourself from injury.

### Safe Driving

For many, driving is a part of your role in the Postal Service. You may drive a postal vehicle to deliver mail or operate a forklift to move mail. Additional training is provided to those who operate machinery and vehicles. Do not operate equipment or vehicles for which you have not received training. Ensure that you follow all established procedures, maintain focus, and pay attention. This prevents you from becoming a distracted driver.

### Heat Stress

The Postal Service operates across every time zone and climate in the United States. You must be familiar with how to protect yourself against heat illness. A copy of the Heat Illness Prevention Program (HIPP) poster is posted in every facility. The HIPP is triggered during the period of April 1 through October 31 and at any other time when weather reports issued by the National Weather Service (NWS) for a particular work location indicate that the outdoor heat index temperatures are expected to exceed 80 degrees Fahrenheit during the course of a workday or work shift. All employees are provided visual aids and a heat illness ID card insert illustrating symptoms of, and proper first aid responses to, heat-related illness when you report to your work location.

## Heat Stress Mandatory Safety Talk



### Heat Illness Prevention Program

Safety Talk | HIPP #2068

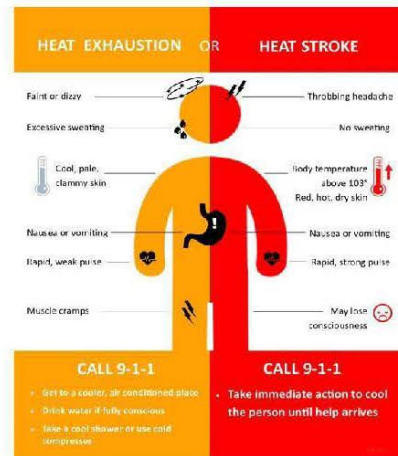
The purpose of the Postal Service's **Heat Illness Prevention Program (HIPP)**, is to protect our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in a conspicuous place in every Postal Service facility and will be available for review by all employees. The HIPP Poster can be printed from the Safety Resource Tools- A-Z OSH Topics and additional posters, vehicle stickers and badge cards can be ordered from the Topeka NDC.

The HIPP is triggered during the period of April 1 through October 31 and at any other time when weather reports issued by the National Weather Service (NWS) for a particular work location indicate that the outdoor heat index temperatures are expected to exceed 80 degrees Fahrenheit during the course of a workday or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided the below visual aids illustrating the various symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

	Symptoms	First Aid*
Heat Stroke	<ul style="list-style-type: none"> <li>Confusion</li> <li>Fainting</li> <li>Seizures</li> <li>Excessive sweating or red, hot, dry skin</li> <li>Very high body temperature</li> </ul>	Call 911 While waiting for help: <ul style="list-style-type: none"> <li>Worker should rest in a shady, cool area</li> <li>Loosen clothing, remove outer clothing</li> <li>Use a fan and place cold packs in armpits, if available</li> <li>Wet worker with cool water; apply ice packs, cool compresses or ice, if available</li> <li>Drink fluids (preferably water) as soon as possible</li> <li>Stay with worker until help arrives</li> </ul>
Heat Exhaustion	<ul style="list-style-type: none"> <li>Cool, moist skin</li> <li>Heavy sweating</li> <li>Headache</li> <li>Nausea or vomiting</li> <li>Dizziness</li> <li>Light headedness</li> <li>Weakness</li> <li>Thirst</li> <li>Irregular heartbeat</li> </ul>	Call 911 While waiting for help: <ul style="list-style-type: none"> <li>Sit or lie down in a cool, shady area</li> <li>Drink plenty of water or other cool beverages</li> <li>Use cool compresses or ice packs, if available</li> <li>Do not return to work that day</li> </ul>
Heat Cramps	<ul style="list-style-type: none"> <li>Muscle spasms</li> <li>Pain</li> <li>Usually in abdomen, arms or legs</li> </ul>	<ul style="list-style-type: none"> <li>Have worker rest in shady, cool area</li> <li>Worker should drink water or other cool beverages</li> <li>Wait a few hours before allowing worker to return to strenuous work</li> <li>Have worker seek medical attention if cramps don't go away</li> </ul>
Heat Rash	<ul style="list-style-type: none"> <li>Clusters of red bumps on skin</li> <li>Often appears on neck, upper chest, folds of skin</li> </ul>	<ul style="list-style-type: none"> <li>Try to work in a cooler, less humid environment when possible</li> <li>Keep the affected area dry</li> </ul>

\*Remember: If you are not a medical professional, use this information as a guide only to help worker's in need.  
 \*Before an employee who has been absent due to heat-related illness may return to work, management may request medical documentation clearing the employee to work. ELM §§ 865.1 and 865.3.



Employees should report any signs or symptoms of heat-related illness to their supervisor, who should then call 9-1-1 immediately if it is determined that medical attention is necessary. However, if the employee determines that medical attention may be necessary prior to calling the supervisor, the employee should not hesitate to call 9-1-1 first.

**Always Remember: Safety Depends on Me!**

### ***Heat Stress Summary***

Symptoms of heat exhaustion include feeling faint or dizzy, excessive sweating; being cool, pale, with clammy skin; being nauseous or vomiting; exhibiting a rapid, weak pulse, or muscle cramps.

Symptoms of heat stroke include throbbing headache, no sweating, having a body temperature above 103°; exhibiting red, hot, dry skin; being nauseous or vomiting; having a rapid, strong pulse, or loss of consciousness. Exposure to prolonged heat can be serious.

Be aware of the common signs of heat-related illness and provide appropriate actions to seek medical attention. Call 911 immediately to report any signs or symptoms of heat-related illness, then call your supervisor to inform them of the situation. We want to be sure you are equipped if you encounter any of these situations.

### **Proper Mail Handling**

There are several kinds of mail that you need to handle with care and for which you must follow specific procedures. The Postal Service handles billions of pieces of mail every year. A very small percentage may pose a risk to the mailstream. We define what to do when you encounter items found loose in the mail, anonymous mail, hazardous mail, dangerous goods, and suspicious mail.

#### **Loose In the Mail**

You may occasionally find money, loose stamps, pens, coupons and/or various other mailed contents from damaged mail. These items may not be converted for your personal use. All loose items are part of the mailstream and treated as Postal Service property. Give these items to your immediate supervisor.

#### **Anonymous Mail**

Be alert for anonymous mail as you perform your job duties.

Anonymous mail is:

1. Only postage stamps, AND
2. Over 10 oz OR over ½” thick, AND
3. No visual evidence of being accepted and verified by a postal employee (usually a window clerk). This evidence often takes the form of a zero Postage Validation Imprint (PVI) strip.

If any of these three are not true, it is not an anonymous mailpiece.

When you encounter anonymous mail, it has not been seen by a USPS® employee prior to induction. So, we do not know where it came from. It is important for the safety of the mailstream that we know who has sent items through the postal network. Promptly report anonymous mail to your supervisor.

### Identifiable Mail

Identifiable mail bears electronic postage (Postage Validation Imprinter, meter strip, PC Postage, Click-N-Ship®, Automated Postal Center® postage, eStamps, etc.), permit imprint, or Aviation Security (AVSEC) Clearance Stamp. This mail is not considered anonymous because it has a type of postage that can be traced back to the customer or point of entry into the mailstream.

### HAZMAT and Dangerous Goods

Certain substances can pose a risk to health and safety and require special care when sent through the mail. Our responsibility is to ensure that mail is safe for transport. Some substances cannot be sent through the mail at all. Window clerks and carriers screen mail to recognize Dangerous Goods in international mailpieces, and Hazardous Materials (HAZMAT) in domestic mailpieces. Training on how to handle these items is provided based on your specific role.

The Dangerous Goods course trains personnel to perform screening to recognize dangerous goods, provides guidance for determining mailability of international mailpieces, and outlines procedures to keep the mail safe.

As part of the Federal Aviation Administration (FAA) certification process required by the International Civil Aviation Organization (ICAO), USPS® employees are required to receive detailed dangerous goods (including lithium batteries) acceptance, handling, and incident management training.

### Suspicious Mail

Each year a small number of mailpieces are identified as containing suspicious items or substances. Although usually nonhazardous, this mail requires additional attention to ensure it is safe to handle. If you believe a mailpiece is suspicious, report it to your supervisor immediately.

Suspicious mail typically falls into one of these categories:

- Leaking suspicious powders or liquids.
- Contains suspicious items.
- Displays threat of hazardous content.
- Emergency situations involve smoke, fumes, or vapors emitting from mailpieces.

If you identify a suspicious mailpiece, notify your supervisor immediately so that they can address it.

Postal Inspectors focus on protecting postal employees, customers, and the American public. By recognizing and properly handling suspicious mail, inspectors can better ensure the safety and security of your workplace.

Poster 286, Suspicious Mail

**UNITED STATES POSTAL SERVICE**

# SUSPICIOUS MAIL

**Protect yourself, your customers, and our workplace.**

**If you see a suspicious letter or package:**

- Stop. Don't handle it.
- Isolate it immediately.
- Don't open, smell, or taste it.
- Notify a supervisor.
- Wash your hands with soap and water.
- Activate your emergency plan.

**Sealed with tape.**

**No return address.**

**Restrictive markings.** PERSONAL!

**Misspelled words. Badly typed or written.** CHIEF EXECUTAVE OFFICER  
222 N. HARVE ST.  
PHILADELPHIA

**Unknown powder or suspicious substance.**

**Possibly mailed from a foreign country. Excessive postage.**

**Oily stains, discolorations, or crystallization on wrapper.**

**Operations Manager  
5032 D 137  
Annapolis, MD**

**DO NOT X-RAY TAPE ENCLOSED**

**Protruding wires.**

**Excessive tape.**

**Strange odor.**

**Incorrect title or addressed to title only.**

**Rigid or bulky.**

**Lopsided or uneven.**

**Contact the U.S. Postal Inspection Service at 877-876-2455 and request assistance.**

**In an emergency situation — such as smoke, fumes, vapors, or anyone exhibiting medical symptoms:**

- Evacuate the area and notify a supervisor, who will activate the Emergency Action Plan and notify the Inspection Service.
- Follow the instructions of emergency responders.
- Make the notifications indicated in your local emergency action plans.

Poster 286  
Revised 2017  
PSN 7500-10-000-01-0

## Information Technology Requirements

We face ongoing cyber threats and challenges, which directly impact our people and mission. To protect the Postal Service against cybercrime, we all must remain aware of cybersecurity and the USPS cyber landscape.

Never connect any personal devices to postal computers, equipment, or networks. All devices connected to the Internet are at risk for a security breach. Cyber criminals regularly seek to access the postal network through employee devices. Do not plug items into a USB port on computers or machinery. This includes charging your phone and any other personal, non-USPS issued equipment. Never plug personal devices into any postal equipment, network, or device.

Remember, it is our shared responsibility to secure the United States Postal Service® information, resources, and systems.

The poster features the CyberSafe at USPS logo at the top. Below it, the slogan "Separate for Security" is written in orange. A large orange banner contains the word "NEVER" in blue, followed by the text "Never connect your personal or work devices to USPS computers, equipment or networks." To the right is a computer monitor with a red prohibition sign. Below this, a list of device types is shown: "MOBILE PHONES • TABLETS • WEARABLE TECHNOLOGY • HEADPHONES • HOUSEHOLD EQUIPMENT • WIFI ENABLED TOYS AND GADGETS". A dashed orange line connects this list to a blue circle containing icons of a tablet and a smartphone. To the right of the circle, the text reads "KEEP USPS NETWORKS SAFE" and "If you need to charge a device, use an outlet." Below this is an icon of a power outlet with a checkmark and a pause symbol. At the bottom, the text says "Stop and Think, before you Connect." with an icon of a computer and a right-pointing arrow. A small footer at the bottom provides instructions on how to report suspicious emails to CSOC.

**CyberSafe**  
at USPS®

**Separate for Security**

**NEVER** Never connect your personal or work devices to USPS computers, equipment or networks.

MOBILE PHONES • TABLETS • WEARABLE TECHNOLOGY • HEADPHONES • HOUSEHOLD EQUIPMENT • WIFI ENABLED TOYS AND GADGETS

**KEEP USPS NETWORKS SAFE**  
If you need to charge a device, use an outlet.

**Stop and Think, before you Connect.**

Report suspicious emails to CSOC immediately by selecting the email(s) and clicking the Report to CyberSafe button in the Outlook toolbar. For all other information security incidents, email [cybersafe@usps.gov](mailto:cybersafe@usps.gov).



Handbook AS-805C


**Information Security  
Requirements for  
All Personnel**

Handbook AS-805-C  
November 2021

**Availability**

**Integrity**

**Confidentiality**

 UNITED STATES  
POSTAL SERVICE®



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## Information Security Requirements for All Personnel

Handbook AS-805-C

November 2021

Transmittal Letter

- A. **Explanation:** The appropriate use of the resources that the Postal Service™ provides is important. It can affect the efficiency of our day-to-day business activities, the success of new business opportunities, and the preservation of the trust and security represented by the Postal Service brand.

This handbook summarizes what you need to know about protecting Postal Service information resources; the information security policies that govern their use; and the protection of sensitive, sensitive-enhanced (including personal identifiable information and payment cardholder information), and critical information.

By understanding your role, responsibilities, and significance to protect this information, you become a major contributor to a successful information security program.

- B. **Comments:** Submit questions or comments about this handbook to:

CORPORATE INFORMATION SECURITY OFFICE  
UNITED STATES POSTAL SERVICE  
8111 GATEHOUSE ROAD SUITE 600  
FALLS CHURCH VA 22042

Comments may also be sent by e-mail to: [cpst@usps.gov](mailto:cpst@usps.gov). Use "AS-805-C, *Information Security Requirements for All Personnel*" as the subject header.

- C. **Effective Date:** This handbook is effective immediately.



Michael J. Ray  
Vice President  
Chief Information Security Officer

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# 1. Introduction

## What This Handbook Covers

**Handbook AS-805**  
Available at  
<https://about.usps.com/handbooks/as805.pdf>

This handbook summarizes information security requirements for all personnel, including designated personnel handling payment card information. For a complete explanation of information security policies, please refer to HBK AS-805, *Information Security*.

# 2. Logon IDs, Passwords, PINs, and Tokens

## Getting Access

**Logon ID**  
A unique identifier assigned to a user when access is authorized.

The Postal Service uses logon identifications (IDs), passwords, personal identification numbers (PINs), and tokens to manage access to its information resources.

**Temporary Information Services**  
Active directory account, e-mail, office suite of services, and intranet browser access.

### Need access to basic computer services?

If you don't have access to computer services but need it to do your job, ask your supervisor or manager. Information Technology will notify you when you have been granted access to computer services.

### Need additional access?

If you already have access to basic computer services and need additional services, then you or your manager can request it using eAccess/ARIS.

**eAccess**  
Online computer request application at  
<https://eaccess/ARIS.usps.gov>

All requests for authorization to access Postal Service information resources, including temporary information services, and mobile devices must be requested via [eAccess/ARIS](#) tool. Refer to Management Instruction EL-660-2009-10, *Limited Personal Use of Government Office Equipment and Information Technology*, available at <https://blue.usps.gov/cpim/ftp/manage/el6600910.pdf> and Handbook AS 805, *Information Security* located on BlueShare.

## Creating a Password

### What to do when you create a password...

**Password**  
A string of characters you 'know' that can be used for authentication, i.e., provides proof that you are who you say you are when using a given logon ID.

- Use alphanumeric passwords with at least fifteen (15) characters.
- Choose a password that is hard for others to guess, such as a passphrase, phrase or word string.
- Use at least one character from three of the four following types of characters:
  - Upper case letters (A–Z).
  - Lower case letters (a–z).
  - Numerals (0–9).
  - Non-alphanumeric characters (special characters such as &, #, and \$).
- Change your password every 90 days.
- See Handbook AS-805 if you are a privileged user or work in Information Technology.

### What not to do when you create a password...

- Do not use all the same characters or digits or other commonly used or easily guessed formats.
- Do not use your name, family members' names, birth date, or other personal information.
- Do not use terms such as *Post Office™* or *user* or other Postal Service terminology or acronyms.
- Do not use words that appear in the dictionary.
- Do not use your logon ID.
- Do not repeat your passwords (e.g., adding a new number, letter, or symbol to have a new password).

## Using Logon IDs and Password

### What to do when using logon IDs and passwords...

- Keep your password confidential. You are accountable for the actions of anyone using your logon ID and password, even if you didn't give the user permission.
- Change your password if you think it has been compromised and notify the Cybersecurity Operations Center (CSOC) using the procedure described in section 7, [Information Security Incidents](#), of this handbook.



Information Security Requirements for All Personnel

- If you have forgotten your password or your account has been disabled because you made six unsuccessful attempts to enter your account, use ePassword Reset to re-set your password. The ePassword Reset program will automatically re-set the password to a temporary password, which you must change the next time you log on to the network.
- If you write your personal password down, store it under your personal control or in tamper-resistant manner (e.g., an envelope with a registry seal, time stamped, and signed) to ensure that any disclosure or removal of the written password is clearly recognizable.
- If you encounter a problem changing or resetting your password, contact the Help Desk 800-USPS Help (800-877-7435) or use Self-Help at <https://ssp.usps.gov/ssp-web/welcome.xhtml>.

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**What not to do when using logon IDs and passwords...**

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- Do not write your personal password on a sticky note and attach it to your monitor.
- Do not use a terminated employee's Logon to access any Postal Service system. Managers must not keep any accounts active once a user has left "for convenience" or as a Shared Account.
- Do not share your personal password under any circumstances, including in the following examples:
  - Do not share your personal password with IT technical support staff working to resolve a Service Desk or system upgrade ticket related to your system.
  - Do not share your personal password with coworkers to enable them to access your system for any reason (e.g., to resolve any issues related to teleworking and to enable them to access a file, application, e-mail message, attachment, or meeting/calendar-related information.)
  - Do not share your personal password with a family member or personal acquaintance to enable them to access the Internet or use MS Office or other USPS® applications installed on a USPS computing device.
  - Do not let anyone use your logon ID or password and do not use anyone else's.
  - Do not store your password in application code, files, or tables.

## Information Security Requirements for All Personnel

- Do not transmit a password for access to your system, to an encrypted document, or to an archive in clear text in an e-mail.

**Screensaver**  
Protects information when you are away from the computer but not logged out.

## Using Screensaver Time-Out and Password

Make sure your screensaver time-out feature is working and if not, contact the IT Service Desk.

## Locking and Unlocking Your Computer

If you leave your computer unattended for any amount of time, you can protect your work by “locking” your computer. Locking your computer hides and protects your files and documents, protects your programs, and allows only the person who locked the computer to unlock it again.

To lock your computer:

- Press the Windows logo key + L key or
- Press the Ctrl+Alt+Delete keys. Select “Lock”.
- Any applications, files, web pages, or other windows you opened before you locked your computer will remain open while your computer is locked.

To unlock your computer:

- From the login screen, press the Ctrl+Alt+Delete keys.
- Enter ACE password.
- Press the Enter key or click the right-pointing arrow button.

**PIN**  
A specialized authenticator for limited applications and usually used with a token.

## Using PINs

- Protect PINs with the same care as you protect passwords.

**Token**  
A small tangible object that contains a built-in microprocessor used to store and process information for authentication.

## Using Tokens

- Protect your token from theft.
- Do not allow anyone else to use it.
- Do not leave tokens out in plain sight when not in use; secure them in locked drawers.
- Tokens are required for remote access to payment cardholder information.

## Resetting Passwords

- If you suspect your password has been compromised, change it immediately by using the Change Password function button on the Window Security Web page (available by simultaneously depressing the *Ctrl*, *Alt*, and *Delete* keys) and notify CSOC using the procedures described in section 7, Information Security Incidents, of this handbook.
- If you forget your password, use ePassword Reset (available from the Postal Service intranet, <https://blue.usps.gov>, and from the following links) to reset it:
  - Application Password (<https://epasswordreset>).
  - Mainframe Password (<https://epasswordreset>).

## 3. Use of Information Resources

### General Use

#### What to do when using information resources...

- Follow Postal Service limited personal use policies.
- Protect your workstations, laptop computers, and handheld devices, both on and off Postal Service premises, against theft and misuse by following all Postal Service information security requirements.
- Connect to the intranet weekly to receive appropriate software updates and virus pattern recognition files.
- Use only software on the official list of approved software, which is on the Infrastructure Tool Kit site (ITK) at [https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-\(ITK\).aspx](https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-(ITK).aspx).
  - Click on Access ITK on the right-hand side. The link will show a list of approved software.
  - If you have a business need requiring usage of non-approved software, send your request through the ITK approval process prior to usage.
- Obtain your vice president or designee's written approval to use Bluetooth devices on Postal Service premises because of the potential interference with Postal Service systems such as Surface Visibility and Yard Management.



## Information Security Requirements for All Personnel

- Obtain your vice president or designee's written approval to use personal information resources [e.g., laptops, notebooks, hand-held computers, or storage media including universal serial bus (USB) devices] on Postal Service premises.
- Use Postal Service approved encryption software to encrypt sensitive and sensitive-enhanced information in transit and at rest (storage) and give management recovery keys and decryption instructions.

**What not to do when using information resources...**

- Do not jeopardize Postal Service information security or impair performance of computer resources.
- Do not attempt unauthorized entry to any computer system.
- Do not install unauthorized hardware or software.
- Do not copy or browse someone else's personal files or accounts.
- Do not copy, move, or store electronic files containing nonpublic information, including Personally Identifiable Information (PII), to local hard drives, removable media, or remote access technologies not related to your normal business activities without written management approval.
- Do not send or store credit or debit card numbers or related cardholder information if not a part of your job responsibilities.
- Do not perform unofficial activities that could degrade the performance of Postal Service equipment or systems, such as playing electronic games and non-Postal Service video files.
- Do not use Postal Service resources to promote or maintain a personal or private business or commit fraudulent or illegal activities.
- Do not use personal information resources (e.g., laptops, notebooks, cell phones, tablets, hand-held computers, or storage media including USB devices) at retail counter areas, mail processing areas, or workroom floors; this includes headsets or earpieces attached to such devices.
- This requirement does not apply to personal information resources used by the unions in accordance with the collective bargaining agreement.

Information Security Requirements for All Personnel

- Do not use watch, cell or smart phone cameras or retail lobby web cams in any manner not authorized by Postal Service MI AS-882-2011-6, *Postal Service Use of Retail and Cell Phone Cameras*.
- Do not connect personal electronic devices to the Postal Service intranet.
- Do not use imaging devices (e.g., cameras, cell or smart phones with cameras, or watches with cameras) at Postal Service facilities, except as authorized by your vice president or someone designated to make business decisions on the vice president's behalf.
- Do not use Bluetooth devices on Postal Service facilities without approval from the user's vice president or designee because of the potential for interference with Postal Systems such as Surface Visibility and Yard Management.
- Do not disable your password or token-protected screen saver.
- Do not disable your virus protection software.

## E-mail Use

**Restricted Information**  
A label indicating that access to records or information is restricted based on Postal Service policies.

### What to do when you use e-mail...

- You may use Postal Service e-mail for limited personal use only if it doesn't interfere with Postal Service business (e.g., if the activity is of limited duration, messages are of limited size, have a small transmission impact, and require only a small amount of storage and paper, if printed) and does not violate Postal Service policies.
- Send sensitive, sensitive-enhanced, and non-publicly available information only to authorized personnel with a Postal Service business-related "need-to-know."
- Use Postal Service-approved encryption software to encrypt sensitive and sensitive-enhanced information sent by e-mail and give the recipient the recovery keys and decryption instructions.
- If you encounter an information security incident or suspicious activity, immediately report it by selecting the "Report to CyberSafe" button in Microsoft outlook.

**Privacy?**  
Don't expect it. E-mail and Internet use may be monitored.

### What not to do when you use e-mail...

- Never use Postal Service-provided computing devices, including mobile devices, to check your non-Postal Service or personal e-mail accounts or social media pages.

## Information Security Requirements for All Personnel

**Social Media**

Users are prohibited from using corporate e-mails addresses and accounts on websites not intended for official use. For more information on the social media policy, see *Administrative Support Manual (ASM) Issue 13* sections 363, and 363.3 - 363.6. <https://blue.usps.gov/cpim/ftp/manuals/asm/asmtc.pdf>.

**Spam**

Unsolicited e-mail, often of a commercial nature, sent indiscriminately to multiple addresses.

- Do not open an e-mail message from someone you do not know or recognize as a valid business contact.
- Do not open unsolicited or suspicious e-mail or attachments, and do not forward the e-mail to other employees.
- Do not click on links in e-mails (make sure to manually type the hyperlink in your web browser).
- Do not send information that violates state or federal laws and Postal Service regulations or that could defame, libel, abuse, embarrass, tarnish, or present a bad image of or falsely portray the Postal Service, recipient, sender, or anyone else.
- Do not use Postal Service e-mail addresses on websites, digital mailing lists, and non-Postal applications not intended for "official use."
- Do not use Postal Service login credentials to login or access websites outside of the Postal Service network.
- Do not use personal e-mail accounts to login to Postal Service websites.
- Do not use the "Reply" button for sharing e-mails. Instead use the "Forward" option and either type in the correct e-mail address or select it from your e-mail address book to ensure the real e-mail address is used.
- Do not send or respond to spam. Delete the spam without opening it.
- Do not view, create, or forward pornographic material.
- Do not view, create, or forward chain letters or other unauthorized mass mailings.
- Do not use the "Reply-All" function to respond to e-mails with large recipient lists unless all recipients need to receive your reply.
- Do not use Postal Service e-mail addresses on external web sites.

## Report Suspicious E-mail

### What to do when you have a suspicious e-mail...

- Evaluate the e-mail: Do not open the e-mail or any attachments or click on any links embedded in the suspicious e-mail.
  - Click the Button: Select the suspicious e-mail in your inbox (multiple messages can be selected) and click

Information Security Requirements for All Personnel

the “Report to CyberSafe” button located in the Outlook toolbar. If the e-mail is already open, the button will appear in the e-mail toolbar as well.

- Describe the Incident: After clicking on the button, a pop-up window will appear, allowing you to provide optional comments.
- Receive Confirmation: Once you report the suspicious e-mail(s), you will receive a pop-up notification confirming the report was sent to the Cyber Security Operations Center (CSOC). The suspicious e-mail will be automatically deleted from your inbox.

## Internet Use

### What to do when you use the Internet...

- Use the Internet to support your job, activities, and responsibilities.
- You may only use the Internet for limited personal use if it does not interfere with Postal Service business or violate Postal Service policies.

### What not to do when you use the Internet...

- Do not follow links to websites embedded in suspicious e-mail or Web advertisements.
- Do not browse pornographic, hate-based, or other sites that the Postal Service considers off-limits.
- Do not post, send, or acquire sexually oriented, hate-based, or other material the Postal Service considers off-limits.
- Do not use non-work-related applications, software, or games on Postal Service workstations or networks.
- Do not post unauthorized commercial announcements or advertising material.
- Do not promote or maintain a personal or private business.
- Do not arrange to receive news feeds and push data updates unless the material is required for Postal Service business.
- Do not login or enter your data (e.g., e-mail address, phone number, login credentials) into an “http” website that is not secure or where any data you enter is not encrypted and potentially exposed to bad actors resulting in credential exposure. Use an “https” website that is encrypted and secure.



## Online Safety Rules

### What to do when you are online...

- Access Postal Service equipment, networks, data, and resources using only Postal Service equipment.
- Use only Postal Service resources to conduct Postal Service business.
- Treat in-flight Wi-Fi same as any public Internet connection.
- Use only Postal Service devices and Virtual Private Network (VPN) to connect to the Internet remotely.

## Remote Access and Telework

### What to do when you use remote access...

**Remote Access**  
Access to servers from locations such as a remote office, your home, a hotel, or a non-Postal Service facility.

- If you want to use your Postal Service workstation or mobile device remotely, use eAccess to ask permission from your manager.
- Use only approved computer hardware and software.
- Use only approved remote access services such as the virtual private network (VPN) or Virtual Desktop Infrastructure (VDI) where enabled.
- Protect (via locked cabinet or closet) your Postal Service assigned devices so that unauthorized individuals cannot gain access to the device or to the Postal Service intranet.
- Establish approved dial-in access through Postal Service centralized dial-in services.
- Disconnect from the Postal Service intranet before establishing alternate or additional connections to any network such as the Internet.
- Use two-factor authentication (e.g., token) for access to payment cardholder data and only when necessary for your job duties.
- Ensure roaming protection controls are installed and active while roaming by reviewing your workstation (e.g., network, VPN, and Internet settings). If you are unsure of how to review the roaming protection controls, contact your network administrator.

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#### **What not to do when you use remote access...**

- Do not establish a separate connection to the Internet while your computer is connected to the Postal Service intranet.
- Do not configure your workstation to allow unauthorized dial-in services.
- Do not connect any personal electronic devices to the Postal Service intranet or Postal Service computing devices.
- Do not allow family members or guests to use your Postal Service computing devices.

### **Traveling or Working Remotely**

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#### **What to do when you travel and/or work remotely...**

- Remember: public Wi-Fi networks, like in coffee shops, hotels, and airlines with Wi-Fi during flight, are not safe. Even with a password, you are sharing a network with everyone else.
- Always connect to the Postal Service's VPN before connecting to the Internet.
- Limit your Postal Service-provided equipment for personal web browsing — just like when you're at work.

### **Domestic Travel**

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#### **What to do when you travel...**

- Secure laptops at all times in a locked cabinet or desk, or with a security cable and lock attached to an immovable object.
- Ensure laptops are not left unattended in public places.
- When traveling by car, stow your laptops in the trunk or some other area where it will not be easily seen or attract attention.
- When traveling by air or train, keep laptops as carry-on luggage.
- Implement safeguards to monitor and maintain acceptable levels of temperature and humidity.

## Information Security Requirements for All Personnel

- Lost or stolen laptops or Postal Service issued portable mobile devices should be reported to USPS CSOC immediately at 1-866-877-7247, or by email at [CyberSafe@usps.gov](mailto:CyberSafe@usps.gov).
- Lost or stolen laptops or Postal Service issued portable mobile devices should be reported using one of the 2 options:
  1. Self-Service Page  
[https://usps.servicenowservices.com/sp/?id=sc\\_cat\\_item&sys\\_id=415b263c1b2ddcd0d0fb113d9c4bcb96](https://usps.servicenowservices.com/sp/?id=sc_cat_item&sys_id=415b263c1b2ddcd0d0fb113d9c4bcb96).
  2. IT Helpdesk  
800-USPS-HELP (800-877-7435)

## International Travel

### What to do when you travel internationally...

- For some high-risk international destinations, users on official Postal Service business will be prohibited from traveling with their standard issued laptop and mobile devices. In these instances, loaner devices will be provided by IT and the devices will be wiped upon return.
- Request International roaming features for cell or smart phones and portable mobile devices (except tablets) using eAccess within five (5) business days in advance of planned travel.
- Request International roaming features for Tablets using ServiceNow within five (5) business days in advance of planned travel.

### What not to do when you travel...

- Do not leave laptops or portable mobile devices unsecured or unattended in hotel room or public places.
- Do not place laptops or portable mobile devices in checked baggage.
- Do not take Postal Service-issued devices including laptops, cellular devices, or portable devices when on personal international travel.
- Do not use public USB charging stations to charge your Postal Service mobile devices. Use only Postal-provided charging devices supplied with Postal provided mobile device. Use the eBuy tool to secure a Postal-provided charging device.

## Wireless Technologies

### What to do when you use wireless technologies...

- Protect sensitive and sensitive-enhanced information.
- Report lost or stolen wireless devices (except devices used by bargaining employees) to the IT Service Desk at 800-877-7435 immediately or as soon as practical after you notice the device is missing.
- You can also use the Self-Help page at [https://usps.servicenowservices.com/sp/?id=sc\\_cat\\_item&sys\\_id=415b263c1b2ddcd0d0fb113d9c4bcb96](https://usps.servicenowservices.com/sp/?id=sc_cat_item&sys_id=415b263c1b2ddcd0d0fb113d9c4bcb96).
- Bargaining unit employees, must immediately report lost or stolen devices to their immediate manager.
- Connect to hotel Wi-Fi with a password or reference number provided by the hotel upon check-in.
- Disconnect device from public Wi-Fi connections when no longer in use.
- Use only Postal Service approved virtual private network (VPN) connections when sharing files through Wi-Fi connections.
- Make sure your firewall is on and security anti-virus software is current.

### What not to do when you use wireless technologies...

- Do not change any of the authorized configuration settings of your assigned Postal Service-owned equipment.
- Do not use personal mobile devices at retail counter areas, mail processing areas, or workroom floors unless approved by area or headquarters vice president or designee for business purposes.
- Do not use mobile devices with cameras in restrooms or locker rooms.
- Do not copy, move, or store cardholder data on mobile devices.

## Personal Device Cyber Hygiene

### What to do when practicing good device hygiene...

- Always update your device's operating system with the latest patches.



## Information Security Requirements for All Personnel

- Never plug in personal devices to Postal Service equipment to charge them or transfer files.
- Use separate unique passwords for personal and Postal Service activity.
- Never use public Wi-Fi to access the Internet, including hotel and airline Wi-Fi inflight.
- Never download third-party software from untrusted sources.

## 4. Protection of Sensitive and Critical Information

### Sensitive Information

**Sensitive (hardcopy and electronic) information includes, but is not limited to, the following:**

- Private information about individuals (e.g., employees, contractors, suppliers, business partners, and customers) including marital status, age, birth date, race, and buying habits.
- Confidential business information that does not warrant sensitive-enhanced protection including trade secrets, proprietary information, financial information, supplier proposal information, and source selection information.
- Data susceptible to fraud including accounts payable, accounts receivable, payroll, and travel reimbursement.
- Information illustrating or disclosing information resource protection vulnerabilities or threats against persons, systems, operations, or facilities. Examples include information about the physical or technical aspects (including security settings and passwords) of a network, server, workstations, laptops, tablets, cell, and smart phones.

### Sensitive-Enhanced Information

**Sensitive-enhanced (hardcopy and electronic) information includes, but is not limited to, the following:**

- Law enforcement information and court-restricted information, including grand jury material, arrest records, and information about ongoing investigations.

Information Security Requirements for All Personnel

- Payment Card Industry (PCI) primary account number (PAN), i.e., full credit/debit card number (13-16 characters).
- Personally identifiable information (PII) including information used to distinguish or trace an individual's identity such as name, social security number, driver's license number, passport number, bank routing with account number, date with place of birth, mother's maiden name, biometric data, and any other information which is linked or linkable to an individual.
- Information about individuals (e.g., employees, contractors, suppliers, business partners, and customers) protected by law, including protected health information and wire or money transfers.
- Information related to the protection of Postal Service restricted financial information, trade secrets, proprietary information, and emergency preparedness.
- Communications protected by legal privileges (e.g., attorney-client communications encompassing attorney opinions based on client-supplied information) and documents constituting attorney work products (created in reasonable anticipation of litigation).

Additional examples of sensitive and sensitive-enhanced information are included in the Business Impact Assessment (BIA) as part of the electronic certification and accreditation application.

When completing the BIA, an employee from the Privacy Office and the assigned Information Systems Security Officer (ISSO) will provide support to determine the proper information sensitivity and criticality (Reach out to the Risk Team or responsible ISSO for assistance).

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**How to protect sensitive information to which you have access...**

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- Limit hardcopy and electronic distribution to persons who have a specific job-related need-to-know for sensitive information.
- Limit the number of copies of sensitive information to minimum necessary.
- Cross-cut-shred hardcopy and zero-bit format or destroy electronic copies that are not distributed or are no longer needed.

## Information Security Requirements for All Personnel

- Retain sensitive information in accordance with the retention schedule noted in the Electronic Records and Information Management System (eRIMS) at <https://erims>.
- Restrict the pickup, receipt, transfer, and delivery of sensitive information to authorized personnel.
- Protect sensitive information on Postal Service workstations, laptop computers, and hand-held devices against theft and disclosure to unauthorized individuals.
- Protect sensitive information against theft and disclosure to unauthorized individuals. This includes information stored on disks, diskettes, CDs, USB, or other storage devices, and hardcopy.
- Encrypt sensitive information in storage (i.e., at rest), in transit, or stored off Postal Service premises.
- Label "RESTRICTED INFORMATION" any printed or electronic material considered sensitive, such as printouts, architecture drawings, engineering layouts, CDs, diskettes, and tapes.
- Invoke a password-protected screen saver when leaving your workstation, laptop, or mobile device unattended. Remember "Control-Alt-Delete (and select "lock this computer") before you leave your seat."
- Store sensitive information in a controlled area or a locked cabinet or desk.
- After receiving appropriate management approval, use factory-fresh media to release electronic versions of sensitive information.
- When the retention period or legal hold has expired, destroy sensitive information in accordance with guidelines listed in Handbook AS-805.
- Follow Postal Service disposal procedures for storage media and computer hardware containing sensitive information.
- Cross-cut-shred hardcopy printouts and drawings containing sensitive information before disposal.
- See Handbook AS-805 for the requirements when accessing or downloading sensitive Postal Service electronic information off Postal Service premises or taking sensitive Postal Service electronic and non-electronic information off site (i.e., non-Postal Service premises) including Postal Service data processed by business partners.

**Restricted Information**

The Postal Service caveat for sensitive and sensitive-enhanced information indicating access is restricted based on Postal Service regulations and policies. For more information, see the HBK AS-353, *Guide to Privacy and the Freedom of Information Act* <https://about.usps.com/handbooks/as353.pdf>.

Information Security Requirements for All Personnel

- See Handbook AS-805 for the protection requirements of Postal Service information during international travel.
- Report suspicious behavior of employees, contractors, suppliers, or visitors to your supervisor. Remember “If you see something, say something.”

**How to protect sensitive-enhanced information to which you have access...**

**Implement all of the protection requirements associated with sensitive information and in addition:**

- Limit distribution in e-mail and hardcopy to those persons who have a specific job-related need-to-know for sensitive-enhanced information.
- Create an inventory listing and track sensitive-enhanced hard-copy and electronic information from creation to destruction.
- Appropriate security requirements must be implemented when processing (i.e., transferring, copying, storing, mailing, and destroying) employee medical records or protected health information (PHI).

**If you collect credit card information:**

- Periodically check point-of-sale devices to ensure they have not been tampered with (i.e., skimmers have not been installed).
- When accepting credit cards, ensure that the credit card information on the card is protected from view by other customers to prevent the taking of a photo of the card with a mobile phone or observation and memorization of the full credit card number.
- Ensure credit cards are signed.
- Credit cards are not accepted for purchase of money orders, trust fund deposits, permit imprint deposits, purchase of pre-canceled stamps, periodical postage, postage meter setting, money-by-wire, employee debt reconciliation, COD funds, or bulk mailings.
- PANs must not be sent via end-user messaging technologies.
- Encrypt all transmissions containing cardholder data.
- Follow the standard operating procedures for processing debit cards.



## Information Security Requirements for All Personnel

- Ensure that the customer has privacy when entering their personal identification number (PIN).

**If you process credit card information:**

- Protect credit card numbers from view by individuals that do not have a need to know.
- Credit card numbers should not be used for development or testing.
- Mask credit card numbers when displayed (the first six and the last four digits are the maximum digits displayed).
- De-identify or remove credit card numbers from removable media and audit logs.
- Keep cardholder information storage to a minimum and limit retention time.
- Physically secure all hardcopy and electronic media containing cardholder data.
- Maintain strict control over internal and external distribution of cardholder data.
- Log and track all media removed from the facility.
- Encrypt PCI information throughout the life cycle.

**What not to do with sensitive and sensitive-enhanced information to which you have access...**

- Do not store sensitive or sensitive-enhanced information on devices not owned by the Postal Service.
- Do not co-mingle sensitive or sensitive-enhanced information with non-Postal Service information.
- Do not remove sensitive or sensitive-enhanced information from Postal Services premises without approval in writing from the functional vice president (data steward) and chief information officer or their designees.
- Do not reveal sensitive or sensitive-enhanced information without management approval.
- Do not print sensitive or sensitive-enhanced information on printers where unauthorized people may see the output.
- Do not copy sensitive or sensitive-enhanced information unless you can protect the copies.
- Do not send (via e-mail, IM, chat, etc.) sensitive or sensitive-enhanced information unless you are able to protect (e.g., encrypt) it.

Information Security Requirements for All Personnel

- Do not discuss sensitive or sensitive-enhanced information in an open area where others might overhear the conversation.
- Do not send sensitive or sensitive-enhanced information by facsimile without management approval.
- Do not delete e-mails that include PCI/PAN information without de-identifying or encrypting the data.
- To de-identify the PCI/PAN data:
  - Select "Actions" from the Outlook menu bar.
  - Select "Edit Message" from the menu options.
  - Delete all PCI/PAN information.
  - "Save" the e-mail.
  - At this point, it's safe to delete the message.

## Critical (Moderate) Information

**Critical**  
Essential for uninterrupted Postal Service operations or to protect health and safety of Postal Service personnel.

**Information is designated as critical (moderate) information if its unavailability would have a serious adverse impact (e.g., systems temporarily unavailable, mail delivery delayed) on the following:**

- Customer or employee injury, safety, or health.
- Payment to suppliers or employees.
- Revenue collection.
- Movement of mail.
- Communications.
- Infrastructure services.
- Legal or regulatory requirements.

## Critical (High) Information

**Information is designated as critical (high) information if its unavailability would have a catastrophic adverse impact (e.g., complete systems or infrastructure failure, mail delivery suspended) on the following:**

- Customer or employee death, safety, or health.
- Payment to suppliers or employees.
- Revenue collection.
- Movement of mail.
- Communications.
- Legal or regulatory requirements.

**What to do with critical (moderate or high) information to which you have access...**

- Protect critical information on workstations, laptop computers, and hand-held devices against theft.
- Invoke a password-protected screen saver when leaving your information resource unattended. Remember "Control-Alt-Delete (and select "lock this computer") before you leave your seat."
- Store critical information in a controlled area or a locked cabinet or desk.
- Back up critical information regularly and label copies.
- Store back-up media offsite in a secure location.

**What not to do with critical (moderate or high) information to which you have access...**

- Do not leave critical information in an unprotected area.

## 5. Protection Against Viruses and Malicious Code

### Worms, Trojan Horses, and Trap Doors

**Be Safe**  
Install the latest virus detection patterns.

Viruses and other forms of malicious code are harmful software that can contaminate, damage, or destroy information resources. Viruses can attach to e-mails, proliferate themselves, and spread automatically from computer to computer, causing widespread damage. Symptoms of infection include:

- Files or data are suddenly unavailable.
- Unexpected processes, such as e-mail transmissions or programs starting on their own.
- Files have been edited when no changes should have occurred.
- Files appear or disappear, or undergo unexpected changes in size.
- Systems display strange messages or mislabel files and directories.
- Systems become slow, unstable, or inaccessible.

## Preventing Infection

### What to do to prevent infection...

**Watch Out**  
Viruses may be included in e-mail.

- Make sure your workstation and any portable computers you use for Postal Service business are equipped with the latest virus protection software and the latest virus scanning pattern recognition file.
- Scan all removable media (e.g., CD, DVD, flash drive) before you use them.
- Scan incoming files before you load or save them to your computer.
- Scan files before sending them to another computer or user.
- Back up software and files frequently and maintain several generations.

### What not to do to prevent infection...

- Do not download unapproved programs, shareware, or freeware from the Internet, diskette, or other media onto Postal Service equipment.
- Do not open unsolicited or suspicious e-mail or attachments.
- Do not modify the configuration of the virus protection software after installation, except as instructed by authorized personnel.
- Do not disable automatic virus scanning programs.

## Responding to Infections

### What to do to responding to infections...

- Stop work if you notice any symptom of infection.
- Call CSOC at (866-877-7247), or send an e-mail to: [CyberSafe@usps.gov](mailto:CyberSafe@usps.gov) and call the IT Service Desk at 800-USPS-HEL(P) (800-877-7435).
- Report the virus incident to your manager or supervisor.

### What not to do to responding to infections...

- Do not use the computer until the CSOC or the IT Service Desk says it is okay to do so.
- Do not wait to report a virus incident.



## 6. Hardware and Software

### Using and Adding Hardware and Software

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**What to do with hardware and software. . .**

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- Use only hardware and software that are approved and are included in the Infrastructure Toolkit (ITK). For information on how to add a product to the ITK:
  - Go to [https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-\(ITK\).aspx](https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-(ITK).aspx).
  - Under the heading Help is a link, ITK Request. Clicking on it will open an e-mail message. Or, you may call 202-268-4585.
- Acquire hardware and software only from official Postal Service suppliers.

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**What not to do with hardware and software . . .**

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- Do not install on Postal Service computers any unapproved software from the Internet, a diskette, CD, or other media.
- Do not use personally owned software on Postal Service computers without management approval.
- Do not violate copyright laws by using unlicensed software or making unauthorized copies of licensed software.
- Do not attach any hardware to Postal Service workstations or networks without written authorization.

## 7. Information Security Incidents

### Recognizing Incidents

**Information Security Incidents**  
Events or situations (suspected, proven, deliberate, or inadvertent) that could expose Postal Service information resources to loss or harm.

Examples of incidents that must be reported include:

- System becomes slow, unstable, or inaccessible (e.g., will not boot properly).
- Unexpected processes start without your input.
- Files disappear or undergo significant and unexpected changes in size.
- System displays strange messages or mislabels files or directories.
- Suspected theft of your identity.
- Stolen, missing, or damaged hardware, software, or electronic media.
- Exposed or missing hard copy files containing sensitive, sensitive-enhanced, or critical information.
- Unauthorized disclosure, modification, misuse, or inappropriate disposal of Postal Service information.
- Internal or external unauthorized attempts to access information resources or the facility where they reside.
- Internal or external intrusions or interference with our networks, including denial-of-service attacks, unauthorized activity on restricted systems, or unauthorized changes to files.
- Unavailability of files or data normally accessible.
- Security violations, suspicious actions, suspicion or occurrence of fraudulent activities, and potentially dangerous activities or conditions.
- Unauthorized individual in a controlled area.

### Preventing Incidents

#### What to do to prevent information security breaches . . .

- If you do not understand any of the requirements in this handbook, ask your immediate supervisor for clarification.
- Take the annual information security training course.
- Display proper identification when in any Postal Service facility.

## Information Security Requirements for All Personnel

- Be aware of your physical surroundings, including weaknesses in physical security and the presence of any unauthorized visitors.
- Protect Postal Service hardware, software, and sensitive, sensitive-enhanced, or critical information.

## Responding to Incidents

### What to do in response to a security incident . . .

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- Immediately report incidents to the CSOC at (866-877-7247) or send an e-mail to [CyberSafe@usps.gov](mailto:CyberSafe@usps.gov). Employees traveling outside the United States should call 001-919-501-9299.
- Notify the following, where appropriate:
  - Service Desk at 800-USPS-HEL(P) (800-877-7435).
  - Immediate supervisor or manager.
  - Local system administrator or local technical support.
  - Security Control Officer.
  - Inspection Service at [ISCyberInvestigations@usps.gov](mailto:ISCyberInvestigations@usps.gov) or call 877-876-2455.
  - Office of Inspector General at 888-877-7644.
- Take action as directed by the CSOC.
- Document all communications and actions taken regarding the incident.
- Complete PS Form 1360, *Information Security Incident Report*, and send it to [CyberSafe@usps.gov](mailto:CyberSafe@usps.gov).

### What not to do . . .

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- Do not dismiss a suspected incident or discount its seriousness.
- Do not postpone reporting a suspected incident, especially a possible incident of a missing computing device in the hope that a lost device may soon be found and reporting it may be avoided; should the device subsequently be located, follow up the initial report with an immediate report indicating the device was found.

## 8. Monitoring of Information Resources

### Why the Postal Service Monitors

The Postal Service has the legal right to monitor use of its information resources. The Postal Service monitors use to ensure these resources are protected and to verify compliance with information security policies and federal regulations. By using Postal Service information resources, you consent to the monitoring of your use of these resources. You have no expectation of privacy when using Postal Service information resources.

### We Are Interested in Hearing From You

For more information, e-mail questions or comments to [information\\_security@usps.gov](mailto:information_security@usps.gov).

## **On Location**

**District Facilitator: \*\*Pause video.**

**District Facilitator: \*\*Give the Heat Stress Stand-Up Talk.**

## **Summary**

**District Facilitator: Answer participant questions about topics covered in this segment:**

- **Accident Reporting**
- **Ergonomics**
- **Safe Driving**
- **Heat Stress Prevention**
- **Loose in the Mail**
- **Anonymous Mail**
- **Identifiable Mail**
- **HAZMAT and Dangerous Goods**
- **IT Requirements**

Safety rules are for your benefit; performing safe work practices and observing Postal Service safety rules is the responsibility of all Postal Service employees.

We expect you to contribute to your safety, as well as the safety of your coworkers, customers, and the mailstream, uphold the security and sanctity of the mail, and conduct safe work practices and participate in safety training.

You must proactively identify harmful mail and remove it from the mailstream and maintain the integrity of our computer systems.

We are counting on you to play a key role in supporting each other as we deliver for the nation.

# Module 5: Your Responsibility to Us: Code of Conduct and Ethics

## Objectives:

Upon completion of this module, you will be able to:

- Describe how you directly affect our ability to provide quality products and services for businesses, customers, and other employees.
- Identify ways in which you influence the customer experience.
- Recall ethics rules and guidelines.
- Adhere to the code of conduct.

## Time Allocated for Module:

- 1 hour and 15 minutes

## Instructional Methods:

- Question and Answer Discussion
- Video

## Participant Material Used:

- Participant Guide

## Media Required:

- ACE Computer/LCD Projector



## **Introduction**

### **District Facilitator: \*\*Play video.**

In this module we will discuss your responsibilities to represent the Postal Service in an ethical manner and in compliance with our code of conduct.

## **Conduct on Postal Property**

We also rely on our employees to behave professionally and ethically. It is strategically important for the public to trust us. It is also crucial that your conduct is consistent with rules, regulations, and ethical requirements.

If you choose not to, there can be significant and serious consequences for you personally. Infractions can result in discipline, investigations, dismissal, and even criminal charges. In your new role, we expect the highest levels of integrity and dedication to each other and our customers.

Protect yourself and the Postal Service by doing the right thing, every time. Here is some guidance on how to ensure that you abide by our expectations, and the law, in a variety of situations you may encounter.

First, we will discuss conduct rules and policies, how we expect you to behave as a postal employee. Employees should be familiar with and are expected to follow the policies in the Employee and Labor Relations Manual (ELM), including, but not limited to, section 660 (Conduct). Employees who fail to comply with the ELM may be subject to corrective action up to and including removal from the Postal Service.

Additionally, Poster 7 includes rules that are applicable to postal facilities and property. The Poster 7 rules are not limited to employees. They apply to anyone entering postal facilities or property (e.g., customers). Security personnel, Postal Inspectors, Inspector General special agents, and anyone designated by the Chief Postal Inspector enforce the Poster 7 regulations. This means that while you may be obligated to report violations, enforcement of the Poster 7 rules against customers and other non-employees is strictly the responsibility of security force personnel.

The Poster 7 rules are regulations of the Postal Service. You must follow them, just as you must follow other postal policies and regulations. Management enforces Poster 7 rules with respect to employees.



### General Restrictions - Preservation of Property

Do not improperly dispose of rubbish, spit, create any hazard to persons or things, throw articles of any kind from a building, climb up on the roof or any part of the building, or willfully destroy, damage, or remove any property or any part of it. Comply with all signs that indicate prohibited activity or provide directions and any directions given by Security Force personnel or other authorized individuals.

### Disturbances

You may not exhibit disorderly conduct, create loud and unusual noise, or impede the entrance to or departure from Post Offices. This includes obstruction of the usual use of entrances, foyers, corridors, offices, elevators, stairways, and parking lots. Do not impede or disturb employees in the performance of their duties or the general public in transacting business or obtaining services provided on Postal Service property.

### Inspection

Purses, briefcases, and other containers, as well as vehicles and their contents are subject to inspection when entering, while on, and when leaving Postal Service™ property and facilities. If you refuse inspection, you will be denied entry. If you have entered without objection, consent to inspection is implied.

However, items directly brought to a customer mailing acceptance area and deposited in the mail are not subject to inspection, except as provided by the Administrative Support Manual, Section 274. If you are suspected to be in violation of this section, you may be searched in relation to this incident.

Admission to properties when closed to the public may be limited to authorized individuals who may be required to sign the register and display identification when requested.

### Gambling

Participating in games for money or other personal property, operating gambling devices, conducting a lottery or pool, or selling or purchasing lottery tickets is prohibited on postal premises. This does not apply to state lottery tickets at vending facilities operated by licensed blind persons where such lotteries are authorized by state law.

### Alcoholic Beverages, Drugs, and Smoking

Anyone under the influence of alcohol or an illegal drug (including marijuana), may not enter Postal Service property or operate a motor vehicle on Postal Service property. Employee possession, sale, or use of any “controlled substance” (except when permitted by law) or of any alcoholic beverage (except as authorized by the Postmaster General or designee) on Postal Service premises is prohibited. While marijuana may be legal in some states, it is illegal under federal law and is considered an illegal drug under postal policy.

Being under the influence of prescription drugs that make it unsafe for you to do your job is prohibited during working time. If you are required to take physician-prescribed drugs that could impair your mental or physical abilities, you must notify your supervisor.

Smoking, defined as having a lighted or activated electronic cigar, cigarette, pipe, or other smoking material, is prohibited in all Postal Service buildings and office space, including public lobbies or around the mail.

### Possession of Firearms and Other Dangerous Weapons

No person on postal property, including postal facilities and personal or postal vehicles parked on postal property, may possess a firearm or other dangerous weapon, carry or store firearms, explosives, or other dangerous or deadly weapons, either openly or concealed at any time, except for official purposes. This rule applies regardless of any other state or local law to the contrary.

Report all firearms violations immediately to the United States Postal Inspection Service.

### Soliciting, Electioneering, Collecting Debts, Vending, and Advertising

Do not solicit contributions, campaign for election to any public office, collect private debts, engage in commercial solicitation or vending, display, or distribute commercial advertising, or collect signatures on petitions, polls, or surveys (except as otherwise authorized by Postal Service regulations) on Postal Service property.

These prohibitions do not apply to the following:

- Commercial or nonprofit activities performed under contract with the Postal Service or pursuant to the provisions of the Randolph-Sheppard Act.
- Posting notices on employee bulletin boards as authorized by Title 39, Code of Federal Regulations (CFR) 243.2.

- The solicitation of U.S. Postal Service and other federal, military, or civilian personnel for contributions by recognized agencies as authorized by Executive Order 12353.

### Public Assembly and Public Address

Members of the public may not distribute literature, picket, engage in public assembly, address, or demonstrate in lobbies and other interior areas open to the public.

Depositing or posting handbills, flyers, pamphlets, signs, posters, placards, or other literature, except official Postal Service and governmental notices and announcements is prohibited. This includes the grounds, walks, driveways, parking and maneuvering area, exteriors of buildings or other structures, or on the floors, walks, stairs, racks, desks, writing tables, window-ledges, or furnishings in interior public areas on Postal Service premises.

This does not apply to posting notices on employee bulletin boards as authorized by 39 CFR 243.2 or to interior space assigned to tenants for their exclusive use.

### Photography

Photographs for news purposes may be taken in entrances, lobbies, foyers, corridors, or auditoriums when that space is used for public meetings. The exception is where prohibited by official signs, security force personnel, other authorized personnel, or a federal court order or rule. Other photographs may be taken only with the permission of the local Postmaster or installation head.

### Drivers

Drivers of all vehicles must be in possession of a current and valid driver's license and vehicle registration, drive in a careful and safe manner, comply with signals and directions of security force personnel, and all posted traffic signs. All vehicles in or on Postal Service property must display all current required valid tags and licenses. Drivers who have had their privilege or license to drive suspended or revoked shall not drive any vehicle in or on Postal Service property during that period.

You may not block driveways, entrances, walks, loading platforms, or fire hydrants. Do not park in an unauthorized location, in a reserved location, continuously in excess of 18 hours without permission, or contrary to the direction of posted signs.

### Voter Registration

Voter registration may be conducted in public access areas on Postal Service property only with the approval of the Postmaster or installation head and only in compliance with 39 CFR 232.1(h)(4).

## Discrimination

Discrimination against any person because of race, color, religion, national origin, sex, or disability in the provision of public services is not permitted on postal property.

We are proud to be diverse and inclusive. We expect you to refrain from practicing or tolerating prohibited discrimination or harassment with coworkers and customers, and to report prohibited discrimination or harassment.

Employees found to have taken actions that violate the Postal Service's policies, including, but not limited to, its Equal Employment Opportunity Policy Statement and Policy on Workplace Harassment, may be subject to corrective action up to and including removal from the Postal Service.

## **On Location**

**District Facilitator: \*\*Pause video.**

**District Facilitator: Answer participant questions about Code of Conduct.**

## ***Ethics***

**District Facilitator: Introduce ethics videos.**

**It is critical that you show the utmost integrity and ethical behavior as a representative of the Postal Service.**

- **We have been voted the most trusted government organization and we need you to uphold that trust.**
- **Next, we are going to see videos of several different scenarios that you might encounter as a postal employee.**
- **We will briefly discuss the topic of the scenario, watch the scenario, and ask you to select one or more correct actions in response to the scenario.**
- **Then we will review ethics guidelines and principles that apply in each situation.**
- **The information on these topics is also in your guide.**

**District Facilitator: For each, introduce the topic, watch the scenario, and ask the question.**

**District Facilitator: The last video addresses two ethical situations: Open mail and the proper use of fuel cards for postal vehicles.**

**District Facilitator: \*\*Resume video.**

The Postal Service is a part of America's critical infrastructure, binding the nation together through mail and package services. For the past several years, the public has voted the Postal Service as the most trusted government organization. We need you to maintain that trust. If our customers perceive us as unethical, they will certainly use our competitors for mail and package services. Maintaining the public's trust is absolutely essential to driving positive business results. We are counting on you to maintain the public's trust by having the highest ethical standards.

The Postal Service Ethics Office is a resource available to you when an ethics question arises in your postal career. Do not hesitate to contact the Ethics Office before taking any action. Let's look at several situations and how to handle them.

## **Financial Conflicts of Interest**

A Postal Service employee is prohibited from working on a contract, agreement, initiative, or pilot project with an outside business entity that would affect the financial interests of:

- The employee.
- The employee's spouse.
- The employee's minor child.
- An organization in which the employee is serving as officer, director, trustee, general partner, or employee.
- Future employer (if negotiating for employment).
- If you own more than \$15,000 worth of stock in a company, you are prohibited from working on a postal contract or agreement with that company.

What would you do?

- a) Agree to manage the agreement with Write it Here, Inc.
- b) Decline to manage the agreement with Write it Here, Inc. because you own more than \$15,000 worth of stock in it.
- c) Send an email to the Postal Service Ethics Office ([ethics.help@usps.gov](mailto:ethics.help@usps.gov)) for guidance before taking any action.

In order to avoid a financial conflict of interest, you could have chosen any option except managing the agreement with Write it Here because you own \$15,000 worth of stock in that company. You should decline to manage the agreement with Write it Here because of the conflict. And you should contact the Ethics Office for guidance before taking any action. An employee should not financially benefit from transactions at work.

## Impartiality

A Postal Service employee is prohibited from working on a contract, agreement, initiative, or pilot project with an outside business entity if it would affect the financial interests of a member of the employee's household or if a person with whom the employee has a covered relationship owns the outside business entity or represents the outside business entity.

An employee has a covered relationship with:

- Household members (significant other, nanny, relative, tenant).
- Relatives.
- A person for whom the employee's spouse, parent, or dependent child is serving as an officer, director, trustee, general partner, agent, attorney, consultant, contractor, or employee.
- Any person for whom the employee has, within the last year, served as officer, director, trustee, general partner, agent, attorney, consultant, contractor, or employee.
- An organization, other than a political party, in which the employee is an active participant.

If a reasonable person with knowledge of the relevant facts would question your impartiality in the matter, you should obtain authorization from the Ethics Office in advance.

What would you do?

- a) Recommend Andre's Auto Repair to your supervisor.
- b) Start sending postal vehicles to Andre's Auto Repair to be repaired.
- c) Inform your manager that your cousin owns Andre's Repair Shop and someone other than you should evaluate that auto repair shop and determine whether to send postal vehicles to be repaired at that auto repair shop.
- d) Choose a random auto repair shop with outstanding customer reviews.
- e) Contact the Ethics Office ([ethics.help@usps.gov](mailto:ethics.help@usps.gov)) for authorization in advance.

In order to avoid violating the impartiality provision, you could not recommend your cousin's auto repair shop to your supervisor.

You also could not send postal vehicles to your cousin's auto repair shop to be repaired. Another supervisor or manager should independently evaluate Andre's Auto Repair, determine whether to use that shop to repair postal vehicles, and manage any resulting repair agreement with that shop.

You could either choose an auto repair shop that you do not have a relationship with or seek authorization from the Ethics Office in advance. Avoiding the appearance of favoritism maintains the public's trust.

## **Misuse of Position/Time**

A Postal Service employee is prohibited from using his or her postal position for his or her own private gain or for the private gain of friends, relatives, or anyone the employee is affiliated with outside of the Postal Service. Postal time must be spent in an honest effort to perform postal duties. In addition, a Postal Service employee is prohibited from engaging in any sales activity while on duty.

What would you do?

- a) Place the flyers in customers' mailboxes.
- b) Tell customers on your route about your landscaping business.
- c) Do not place the flyers in customers' mailboxes.
- d) Contact the Ethics Office ([ethics.help@usps.gov](mailto:ethics.help@usps.gov)) for guidance.

Here, you could not place flyers advertising your business in customers' mailboxes. You also could not verbally advertise your landscaping business to postal customers on your route. To do so would result in a misuse of position because you would not have access to postal customers if it were not for your postal position. Likewise, any time spent advertising your business while on the clock is a misuse of time. In addition, you could not promote your business to postal customers because you are prohibited from engaging in sales activity while on duty. You also could not complete work for your own business or for your second job while on duty. Our customers expect us to deliver mail, packages, and related services, not a sales pitch.

## **Gifts from Outside Sources**

A Postal Service employee is prohibited from accepting cash or a cash equivalent, such as a MasterCard® or Visa® gift card, from a postal customer. A Postal Service employee is also prohibited from soliciting a gift from a postal customer. A Postal Service employee may accept a noncash gift valued at \$20 or less provided that the total value of gifts received from the same customer does not exceed \$50 in a calendar year.

What would you do?

- a) Accept the \$100.00.
- b) Accept the \$20 gas gift card.
- c) Do not place the envelope asking for tips in the customer's mailbox.
- d) Politely decline the \$100.00.

Here, you must politely decline the \$100.00 because you are prohibited from accepting cash from a postal customer. You must not place the envelope asking for tips in the customer's mailbox because you are prohibited from soliciting a gift from a postal customer. However, you may accept the \$20 gas gift card because it is a noncash gift valued at \$20 or less, assuming that you did not receive more than \$50 total worth of gifts from this same customer this calendar year. Our customers should not feel as though they have to give you cash tips or other gifts in exchange for postal services.

## **Gifts Between Employees**

The gifts between employees provision only applies up the chain of command. In other words, a Postal Service employee is generally prohibited from giving a gift to an official superior or higher paid employee. There are some exceptions to this rule. On a special, infrequent occasion, such as marriage, birth of a child, retirement, resignation, or transfer, an employee may give a supervisor or manager an individual gift appropriate for the occasion.

An employee may also organize a group gift collection for a supervisor or manager on a special, infrequent occasion, but each employee is limited to donating up to \$10 per person, participation must be voluntary, and a nonsupervisory employee must organize the collection. On an occasional basis, such as a birthday or holiday, an employee may give a supervisor or manager a noncash gift valued at \$10 or less. There are no concerns with giving gifts to a coworker on any occasion as long as the coworker's postal salary is not higher than the employee's postal salary.

What would you do?

- a) Donate \$20 for a group gift for your Postmaster's retirement.
- b) Purchase the \$10 coffee gift card for your supervisor's birthday.
- c) Purchase the guitar for your coworker's birthday.
- d) Give your Postmaster an individual gift appropriate to the occasion for her retirement.



Here, you could not donate \$20 for a group gift for your Postmaster's retirement. Each employee is limited to donating up to \$10 for a group gift for a supervisor or manager. You could, however, give your Postmaster an individual retirement gift appropriate for the occasion. You may purchase a \$10 coffee gift card for your supervisor's birthday because it is a noncash gift valued at \$10 or less. You could also purchase a guitar for your coworker's birthday if you are certain that your coworker's postal salary is not higher than your salary. The gifts between employees provisions are designed to prevent employees from attempting to buy the favor of management by purchasing gifts.

The gift must appear on a separate line from the lunch. The gift must be limited to up to \$10 per person. The lunch amount could be any amount that the restaurant or caterer charges per person. The contact must be a nonsupervisory employee so that employees do not feel coerced to contribute or participate. The poster must state that participation is voluntary.

## **Second Job (Supplemental Standards of Ethical Conduct)**

A Postal Service employee is prohibited from getting a second job with a company that delivers mailable matter. This includes delivery companies like Amazon<sup>®</sup>, UPS<sup>®</sup>, FedEx<sup>®</sup>, and DHL<sup>®</sup>. An employee is prohibited from owning an Amazon<sup>®</sup> delivery company. The one exception as it relates to Amazon<sup>®</sup> is that an employee may accept employment with an Amazon<sup>®</sup> subsidiary that does not deliver mailable matter. For example, Amazon<sup>®</sup> owns Whole Foods Market<sup>®</sup>. Because Whole Foods Market<sup>®</sup> is not engaged in the delivery of mailable matter, an employee could get a second job with Whole Foods Market<sup>®</sup>. An employee may get a second job delivering newspapers.

An employee must seek prior approval from the Ethics Office before accepting employment with a company that has a contract with the Postal Service. This includes but is not limited to a company with a Highway Contract Route (HCR) or Contract Delivery Service (CDS) contract. The Postal Service does not award contracts to Postal Service employees, spouses, or family members.

What would you do?

- a) Get a second job at Amazon<sup>®</sup>, UPS<sup>®</sup>, or FedEx<sup>®</sup>.
- b) Get a second job as a driver under a Highway Contract Route (HCR) contract.
- c) Get a second job at Whole Foods Market<sup>®</sup>.
- d) Contact the Ethics Office ([ethics.help@usps.gov](mailto:ethics.help@usps.gov)) for guidance.

Here, you could not get a second job with UPS<sup>®</sup>, FedEx<sup>®</sup>, or the delivery arm of Amazon<sup>®</sup> because these companies deliver mailable matter. You could not get a second job as a driver under a Highway Contract Route (HCR) contract without first obtaining approval from the Ethics Office. You could get a second job with Whole Foods Market<sup>®</sup> because it is an Amazon<sup>®</sup> subsidiary that does not deliver mailable matter. Contact the Ethics Office for guidance. Your loyalty should not be divided between the Postal Service<sup>™</sup> and a competitor.



### **Supplemental Standards of Ethical Conduct For Employees of the United States Postal Service**

#### **5 C.F.R. § 7001.102(a)**

No Postal Service employee shall engage in outside employment or business activities with or for a person, including oneself, engaged in:

- i. The manufacture of any uniform or other product required by the Postal Service for use by its employees or customers;
- ii. The transportation of mail under Postal Service contract to or from the postal facility at which the employee works, or to or from a postal facility within the delivery area of a post office in which the employee works;
- iii. Providing consultation, advice, or any subcontracting service, with respect to the operations, programs, or procedures of the Postal Service, to any person who has a contract with the Postal Service or who the employee has reason to believe will compete for such a contract; or
- iv. The operation of a commercial mail receiving agency registered with the Postal Service, or the delivery outside the mails of any type of mailable matter, except daily newspapers.

#### **5 C.F.R. § 7001.102(b)**

Prior approval\* is required before an employee may engage in outside employment or business activities with or for persons with whom the employee has official dealings on behalf of the Postal Service, or with or for persons, including oneself, whose interests are substantially dependent upon or affected significantly by postal rates, fees, or classifications, or substantially dependent upon providing goods or services to, or for use in connection with, the Postal Service.

#### **5 C.F.R. § 7001.103**

Pursuant to 18 U.S.C. § 440, an employee is prohibited from becoming interested in any contract for carrying the mail, or acting as an agent—with or without compensation—for any contractor, or person offering to become a contractor, in any business before the Postal Service.

*\*Request prior approval from the **Ethics Office** at 202-268-6346 or [ethics.help@usps.gov](mailto:ethics.help@usps.gov).*

*Updated 6/19/2015*

## **Outside Employment and Activities:** ***What You Should Know*** ***About Working Outside the Postal Service***

The *Standards of Ethical Conduct for Employees of the Executive Branch* (Standards) and the *Supplemental Standards of Ethical Conduct for Employees of the U.S. Postal Service* (Supplemental Standards) impose restrictions on postal employees regarding outside employment or business activities that may conflict with their official duties. The Supplemental Standards specifically prohibit postal employees from engaging in certain outside employment and business activities in addition to their postal jobs.

### **Postal employees may NOT engage in outside employment or business activities with or for:**

- A person or company that delivers mailable matter (other than daily newspapers) outside of the U.S. mail. Companies that deliver mailable matter outside the mail include, for example, FedEx, UPS, Amazon, DHL, and all other persons or companies that provide delivery services for items that could otherwise be sent through the mail. This prohibition is not affected by the contracts and agreements between USPS and any such companies;
- A person or company that operates a commercial mail receiving agency (CMRA), such as, for example, The UPS Store, FedEx Print & Ship Center, Mail Boxes Etc., PakMail, and other similar outlets;
- A person or company that manufactures uniforms or other products required by the Postal Service for use by its employees or customers;
- A person or company that moves mail pursuant to Postal Service contract (Highway Contract Routes – HCR) to or from the postal facility at which the employee works and/or within the delivery area of the employee's facility, and
- A person or company that provides consultation, advice, or any subcontracting service regarding postal programs, operations, or procedures, to any person or entity that has a contract with the Postal Service or that seeks to contract with the Postal Service.

**Certain other activities and employment *may* be permitted if prior approval is obtained** from the Ethics Office at USPS Headquarters in accordance with the Supplemental Standards. More information about outside employment and activities can be found on the Postal Blue website at <http://blue.usps.gov/uspslaw/Ethics.htm>, or

**Contact the Ethics Office at**  
**(202) 268-6346 or [ethics.help@usps.gov](mailto:ethics.help@usps.gov)**



## Hatch Act

The Hatch Act prohibits a Postal Service™ employee from engaging in partisan political activity while on duty, in uniform, in a postal vehicle, or on postal property or Federal government property. Partisan political activity is defined as any activity directed towards the success or failure of a partisan political party, candidate, or group. An employee is prohibited from wearing partisan political apparel to work. An employee is also prohibited from placing a partisan political bumper sticker on a postal vehicle. If a personal vehicle is used to deliver the mail, the employee must cover any political bumper stickers while delivering the mail.

If an employee parks his or her personal vehicle in a postal parking lot but does not use the personal vehicle to deliver the mail, the employee may have one standard size bumper sticker per candidate on a personal vehicle. In addition, an employee is prohibited from posting partisan political content to social media or liking partisan political content, while on duty.

Certain activities are prohibited at all times whether on duty or off duty. An employee is prohibited from hosting a political fundraiser, inviting anyone to a political fundraiser, and collecting funds for a political fundraiser. An employee may attend a political fundraiser and donate funds while off duty. An employee is also prohibited from running for office in a partisan election. An election is partisan if any of the other candidates are running as representing a political party, such as the Democratic or Republican party.

What would you do?

- a) Wear the hat.
- b) Put the bumper sticker on the postal vehicle.
- c) Host a political fundraiser.
- d) None of the above.

Here, you could not wear a political hat while on duty. You could not put a political bumper sticker on a postal vehicle. You could not make a political post to social media while on duty. And you could not host a political fundraiser regardless of whether you are on duty or off duty. Our customers don't want to be subjected to your personal political views. Keep politics out of the workplace and you will maintain the American public's trust.

## **Sanctity of the Mail, Theft, and Voyager Cards**

We have discussed the sanctity of the mail and that you may need to drive a postal vehicle in your position. You may encounter two key ethical situations: open mail and the proper use of Voyager gas cards used to fuel postal vehicles.

### **PSE and MHA Debrief**

While you may not deliver mail, these principles still apply to you. You will encounter mail or may even find loose money or items in your environment. These must be turned over to your supervisor immediately.

Don't take a chance with your career, your family, or your freedom. Ethical behavior is always the right choice!

### **Ethics Contact**

**District Facilitator: There are consequences for violating the ethics statutes and regulations, which could result in discipline up to and including removal.**

- **It is not worth your postal career. The Ethics Office is here to advise you.**
- **If an ethics question arises, do not hesitate to contact them in advance.**

There are consequences for violating the ethics statutes and regulations, which could result in discipline up to and including removal. It is not worth your postal career. The Ethics Office is here to advise you. If an ethics question arises, please do not hesitate to contact the Ethics Office in advance.

Email: [ethics.help@usps.gov](mailto:ethics.help@usps.gov)

Telephone: (202) 268-6346

## **Summary**

**District Facilitator: Conduct and Ethics are important topics covered in this module to help you understand how you can make a positive difference every day.**

**In your Participant Guide are excerpts from the Ethical Service Handbook for the Executive Branch. These summarize the ethics guidelines and our stance on ethical behavior.**

By maintaining the highest levels of integrity in your position, adhering to the code of conduct, and supporting a harassment free workplace, you avoid serious, possibly criminal, situations. You will also be a positive representative of the Postal Service and uphold our reputation as the most trusted government agency.

The Postal Service has zero tolerance policies regarding sexual harassment, workplace violence, and workplace harassment that apply to all employees of the Postal Service.

Employees may not accept gifts from prohibited sources or gifts offered due to their Postal Service position. Employees may not give a gift or contribute toward a gift for a supervisor or a higher paid employee. You may not act in your Postal Service capacity on anything that affects your financial interest or the financial interest of certain other individuals.

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## OUR PRINCIPLES & STANDARDS OF ETHICAL CONDUCT

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We are committed to upholding the highest principles and standards of ethical conduct in all that we do. We apply these principles and standards in the course of our daily work, and by faithfully observing them, we safeguard the honor of public service and the reputation of the Postal Service. Through them, we hold ourselves and each other accountable for the integrity of our service to our country and to our fellow citizens.



- ETHICS -

## STANDARDS OF ETHICAL CONDUCT

The Standards of Ethical Conduct, which are introduced below, contain specific requirements and address situations where Postal Service employees are likely to encounter ethical dilemmas.

**Use of Government Position.** As an employee, you may not use your position with the Postal Service for your own personal gain or for the benefit of others.

**Conflicting Financial Interests.** You are prohibited from working on postal matters in which you, your spouse or minor child, or certain others have a financial interest.

**Impartiality.** In general, you should not act on a postal matter if a reasonable person who knew the circumstances of the situation could legitimately question your impartiality.

**Seeking Other Employment.** If you are seeking other employment – either a future position or part-time work performed in your off-duty hours – you may not work on particular matters that would affect the prospective employer’s financial interest.

**Outside Activities.** You may not engage in outside employment or other activity if it conflicts with your official duties or violates a law or regulation.

**Gifts from Outside Sources.** Generally, you may not accept gifts that are given because of your official position or that come from certain “outside” or “prohibited” sources.

**Gifts Between Employees.** Generally, you may not give a gift to your official superior. Also, you generally may not accept a gift from another employee who earns less pay.

ETHICAL - 16 - SERVICE



- ETHICS -

## CRIMINAL CONFLICT OF INTEREST LAWS

Each of the criminal conflict of interest laws, which are introduced below, prohibits specific types of conduct.

**Conflicting Financial Interests (18 U.S.C. 208)**. You are prohibited from working on postal and Government matters in which you, your spouse or minor child, or certain others have a financial interest. (Note: This prohibition is also discussed in the Standards of Ethical Conduct.)

**Supplementation of Salary (18 U.S.C. 209)**. You may not be paid by someone other than the United States for doing your postal duties.

**Bribery (18 U.S.C. 201)**. You are prohibited from accepting gratuities or bribes to influence your postal actions.

**Representing Others in Claims and Other Matters Affecting the Government (18 U.S.C. 205)**. You are generally prohibited from certain involvement in claims against the United States, or from representing another before the Government in matters in which the United States is a party or has a direct and substantial interest.

**Receiving Compensation in Matters Affecting the Government (18 U.S.C. 203)**. You are prohibited from receiving compensation for representational activities involving certain matters in which the United States is a party or has a direct and substantial interest.

**Restrictions on Former Employees (18 U.S.C. 207)**. After you leave the Postal Service, you may be subject to limitations on your post employment activities.

ETHICAL - 18 - SERVICE

- ETHICS -

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## ACCOUNTABILITY

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An ethical workplace is one where ethical conduct is encouraged and supported. It is also one where concerns can be raised without fear of retaliation. If you observe waste, fraud, abuse or other misconduct, there are avenues for reporting it.

The Postal Service's Ethics Office is always a resource for discussing what you have observed.

Likewise, concerns about suspected misconduct should be reported to the U.S. Postal Service Office of Inspector General, or to the Office of Special Counsel.

When we each act with integrity, and expect the same of others, we not only perform with excellence but we engender trust.

ETHICAL - 26 - SERVICE



# Module 6: What to Expect as a New Employee

## Objectives:

Upon completion of this module, you will be able to:

- Recall the next steps of the onboarding process.
- Utilize resources to assist you in making a smooth transition to your work unit.
- Describe how you contribute and bring value to the Postal Service.

## Time Allocated for Module:

- 15 minutes

## Instructional Methods:

- Question and Answer Discussion
- Video

## Participant Material Used:

- Participant Guide

## Media Required:

- ACE Computer/LCD Projector



## **Introduction**

▶▶ **District Facilitator: \*\*Play video.**

### **Arriving at Your Work Unit**

Upon arriving at your work unit, your reporting manager should conduct a meet and greet to ensure that you are prepared for your first day on the job and are able to adjust as quickly as possible.

The manager will:

- Welcome you to the department and introduce you to leadership and staff.
- Provide a departmental overview, including facility workhours, parking arrangements, work schedules, time and leave reporting, emergency contact information, and specific protocols.
- Discuss duties, roles, responsibilities, and expectations.
- Answer any questions or concerns.

The manager may also select a current staff member to serve as an onboarding mentor.

### **Post-Orientation Training**

#### On-The-Job Training

As you enter the postal environment, you will be surrounded by new processes, new terminology, and new expectations. To assist you to become acclimated, employees may be assigned an on-the-job instructor (OJI) once they arrive at the work unit. The OJI assists in demonstrating the skills learned in orientation and training.


You will report to your work location which may be a delivery unit or a plant. You will learn job-specific tasks in order to fulfill your role.

### **Employee Evaluation Process**

Every new employee is periodically reviewed as you learn your new job duties. You will have 30-, 60-, and 80-day reviews with your manager or supervisor to discuss your current progress. The reviews are based on calendar days from the initial date of hire, not total number of days on the job.

The discussion will follow PS Form 1750, *Employee Evaluation and/or Probationary Report*, and cover how you are doing so far, what you need assistance with, and establishes an action plan to help you develop in areas where you may struggle. The goal is to provide you with the information, tools, and support you need to succeed.

We are invested in your success and look forward to your bright future with the Postal Service.

		<b>Employee Evaluation and/or Probationary Report</b> <small>(See Instructions on Reverse)</small>																	
1. Employee's Name (First, MI, Last)		2. Employee Identification Number																	
3. Title		4. Pay Location	5. Appointment Date	6. Date Probationary Period Ends															
7a. Complete 30-Day Report By:	8a. Complete 60-Day Report By:	9a. Complete 90-Day Report By:	10a. Complete Year End Report By:																
7b. Enter Factor Rating (O, S, U, NO) A _ B _ C _ D _ E _ F _	8b. Enter Factor Rating (O, S, U, NO) A _ B _ C _ D _ E _ F _	9b. Enter Factor Rating (O, S, U, NO) A _ B _ C _ D _ E _ F _	10b. Enter Factor Rating (O, S, U, NO) A _ B _ C _ D _ E _ F _																
7c. Employee's Initials	8c. Employee's Initials	9c. Employee's Initials	10c. Employee's Initials																
11. Supervisor's Signature and Date (End of Probationary Period or Year End)		12. Employee's Signature and Date (Does Not Indicate Agreement)																	
<p>Listed below are the factors on which you are to evaluate the employee. Next to each factor are examples of behaviors that would describe performance at the <b>satisfactory</b> level. These are provided as reference points for evaluating performance. Performance substantially above the performance described at the <b>satisfactory</b> level would be rated <b>outstanding</b>, while performance substantially below the <b>satisfactory</b> level would be rated <b>unacceptable</b>. Please indicate your rating of <b>outstanding</b>, <b>satisfactory</b>, or <b>unacceptable</b> for each factor by entering the appropriate letters (O, S, or U) in the boxes in items 7b through 10b. If you have not observed how this person performed on a given factor, or if the factor is not relevant to the position which you are rating, enter "NO" (<b>not observed</b>).</p> <p>O = OUTSTANDING    S = SATISFACTORY    U = UNACCEPTABLE    NO = NOT OBSERVED</p> <table border="1"> <thead> <tr> <th>Factor</th> <th>Examples of Satisfactory Performance Levels</th> </tr> </thead> <tbody> <tr> <td><b>A. Work Quantity</b></td> <td> <ul style="list-style-type: none"> <li>Works at a sufficient speed to keep up with the amount of work required by the position.</li> <li>Accomplishes tasks in an efficient and timely manner.</li> <li>Makes productive use of time when completing assignments.</li> </ul> </td> </tr> <tr> <td><b>B. 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Have Expectations Been Jointly Discussed? <input type="checkbox"/> Yes <input type="checkbox"/> No    Initials: _____ <small>(Supervisor) (Employee)</small>																			
Would You Recommend This Person for Retention or Rehire? <input type="checkbox"/> Yes <input type="checkbox"/> No    Initials: _____ <small>(Supervisor)</small>																			
Please Explain or Provide Additional Comments Below:																			
PS Form 1750, November 2021																			
1 - Forward to Designated Postal Service Official																			

## Resources

Consult this list of resources to learn more about your responsibilities, benefits, and opportunities with the Postal Service.

For useful information on business initiatives, employment opportunities, and USPS forms (handbooks, manuals, publications, management instructions, posters, etc.), visit <http://about.usps.com/>

To view the Human Resources web page, visit <https://liteblue.usps.gov/humanresources/home.shtml>

To view Poster 7, *Rules and Regulations Governing Conduct on Postal Property*, visit <http://about.usps.com/posters/pos7/welcome.htm>

To view Poster 158, *Possession of Firearms and Other Dangerous Weapons on Postal Property is Prohibited by Law*, visit <http://about.usps.com/posters/pos158/welcome.htm>

For additional information about the Hatch Act and other ethical conduct matters, call the HQ Ethics Helpline at (202) 268-6346, or email [ethics.help@usps.gov](mailto:ethics.help@usps.gov)

To view the Domestic Mail Manual, visit [http://pe.usps.com/text/dmm300/dmm300\\_landing.htm](http://pe.usps.com/text/dmm300/dmm300_landing.htm)

To view the International Mail Manual, visit <http://pe.usps.com/text/imm/welcome.htm>

To view Poster 138, *Keep the Mail Safe*, visit <http://about.usps.com/posters/pos138.pdf>

To view Poster 298, *Domestic Hazardous Materials Warning Labels and Markings*, visit <http://about.usps.com/posters/pos298.pdf>

To view Poster 701L, *CHECK FIRST! Dangerous Goods in International or APO/FPO/DPO Mail*, visit <http://about.usps.com/posters/pos701l.pdf>

To view Poster 702, *Dangerous Goods Warning Labels Prohibited in International Mail*, visit <http://about.usps.com/posters/pos702.pdf>

To view Publication 52, *Hazardous, Restricted, and Perishable Mail*, visit <http://pe.usps.gov/cpim/ftp/pubs/Pub52/pub52.pdf>

To hear updated emergency information for your area of employment, call the Emergency Hotline at 1-888-EMERGNC (363-7462)

To view information on Safety, Health and Environment in the ELM 37, *Employee and Labor Manual* (Chapter 8), visit [http://about.usps.com/manuals/elm/html/elmc8\\_001.htm](http://about.usps.com/manuals/elm/html/elmc8_001.htm)

To view the Guide to USPS Health Benefits Plan, visit <https://liteblue.usps.gov/uspsbhp/>



To learn more about benefits for non-career employees, including health coverage through the Federal Employees Health Benefits (FEHB) Program, visit: <a href="https://liteblue.usps.gov/humanresources/benefits/benefits-for-new-employees.shtml">https://liteblue.usps.gov/humanresources/benefits/benefits-for-new-employees.shtml</a>
To request unscheduled leave, call the HRSSC at 1-877-477-3273, TTY 1-866-833-8777
For information on your union organization, contact your local union rep or local personnel office
To view Publication 133, What You Need to Know about EEO, visit <a href="http://about.usps.com/publications/pub133.pdf">http://about.usps.com/publications/pub133.pdf</a>
For information on how to file an MSPB appeal, visit <a href="http://www.mspb.gov">www.mspb.gov</a>
For information on Conduct, see Employee and Labor Manual (ELM) – 666 <a href="http://about.usps.com/manuals/elm/html/elmc6_025.htm">http://about.usps.com/manuals/elm/html/elmc6_025.htm</a>
For information on Diversity, Equal Employment Opportunity, and Affirmative Employment Action, see Employee and Labor Manual (ELM) – 676 <a href="http://about.usps.com/manuals/elm/html/elmc6_034.htm">http://about.usps.com/manuals/elm/html/elmc6_034.htm</a>
To request EEO counseling, use the online Postal Service EEO efile application at: <a href="https://efile.usps.com">https://efile.usps.com</a>
For more information on the No FEAR Act, visit <a href="https://about.usps.com/who/legal/no-fear-act">https://about.usps.com/who/legal/no-fear-act</a>
For assessment, referral, short-term counseling, and/or work/life consultation, contact an EAP Representative at 1-800-EAP-4-YOU (1-800-327-4968), TTY 1-877-492-7341
For information on the Employee Assistance Program, visit <a href="http://www.eap4you.com">www.eap4you.com</a>
For information on employee deals, visit <a href="https://liteblue.usps.gov/news/deals/welcome.htm">https://liteblue.usps.gov/news/deals/welcome.htm</a>
To view Publication 32, Glossary of Postal Terms, visit <a href="http://about.usps.com/publications/pub32/pub32_terms.htm">http://about.usps.com/publications/pub32/pub32_terms.htm</a>
For a PDF or printed version of the Publication 32 for Customer Service or Mail Processing, contact your local training District Facilitator.

**NOTE:** Contact your supervisor or manager for copies of resources found on the Blue Page.

## **Preparing for Your Future**

### **Employee Characteristics**

We want you to exhibit these characteristics:

- Be reliable – excellent attendance and always on time.
- Be energetic.
- Be efficient.
- Work safely.
- Be accurate and precise.
- Be kind and courteous.
- Maintain a great attitude.

As you begin with the Postal Service, remember that you make a difference. Every employee is an integral part of the business. You are the most important part of our organization's brand. You are the face and the voice of our organization's message.

- Be customer focused – talk the business.
- Have a positive attitude.
- Be a team player.
- Work safely.
- Be dependable.
- Bring your best to the Postal Service every day.

We are invested in your success and look forward to you being a part of the Postal Service team.

### **Welcome to the Postal Service!**

You are the face and the voice of our organization to the American public. Be customer focused – promote the business, have a positive attitude, and be a team player. Work safely, be dependable, and bring your best to the Postal Service every day.

## On Location

**District Facilitator: Answer participant questions.**

**\*\*Provide information about dates, times, and location for the next steps of each participant's onboarding.**

**Next, you will be provided the opportunity to meet with a union representative.**

**District Facilitator: Thank you so much for participating in orientation.**

- **Please take a few minutes to complete a voluntary survey about the program by using the QR code at the bottom of your Job-Specific Overview handout.**
- **Congratulations, and best wishes!**

**\*\*Provide information to participants on where to meet for Module 7: Union Representation. If there is no union representation present, orientation is concluded for those participants.**

**\*\*All participants are compensated for the full 8-hour orientation, regardless of whether the union uses their allotted one-hour union representative time.**

# Module 7: Union Representation

## Objectives:

Upon completion of this module, you will be able to:

- Identify your union representatives.
- Decide whether to join a labor organization.

## Time Allocated for Module:

- 1 hour



## ***Introduction***

**District Facilitator:** Prior to presenting this module, ensure union representation for the target audience is scheduled to address the class during this module.

**\*\*Union representatives receive 60 minutes to address new employees.**

**District Facilitator:** Introduce the union representative.

**The Union representative will introduce the union that represents your craft/position. Once you have met with union representatives, orientation is complete, and you are released.**

A union representative will introduce the union that represents your craft/position. They will discuss benefits provided for employees represented by a union and key information about being a union member.

## ***Summary***

**District Facilitator:** Once the union representative has concluded their presentation orientation is complete.

You should now be familiar with information about the union that represents your craft and the benefits provided by that union.



# Appendix

## No Fear Act Notice

### No FEAR Act Notice

On May 15, 2002, Congress enacted the "Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002," and as amended by the Elijah E. Cummings Federal Employee Antidiscrimination Act of 2020, which is now known as the No FEAR Act. One purpose of the Act is to "require that Federal agencies be accountable for violations of antidiscrimination and whistleblower protection laws." Public Law 107-174, Summary. In support of this purpose, Congress found that "agencies cannot be run effectively if those agencies practice or tolerate discrimination." Public Law 107-174, Title I, General Provisions, section 101(1).

The Act also requires the United States Postal Service (Postal Service) to provide this notice to Postal Service employees, former Postal Service employees and applicants for Postal Service employment to inform you of the rights and protections available to you under the Federal antidiscrimination laws and whistleblower protection regulations.

### Antidiscrimination Laws

A Federal agency cannot discriminate against an employee or applicant with respect to the terms, conditions or privileges of employment on the basis of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity, including transgender status), age (40 or over), physical or mental disability, or genetic information, disability, or retaliation for engaging in EEO-protected activity as provided by law; or other non-meritorious factors, such as political affiliation, marital status, status as a parent, and past, present, or future military service. Discrimination against Postal Service employees and applicants on these bases is prohibited by one or more of the following statutes and regulations: 29 U.S.C. 206(d), 631, 633a, 791, 42 U.S.C. 2000e-16, Employee and Labor Relations Manual (ELM) 665.23, 666.12.

If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination. You can request EEO Counseling using the Postal Service EEO efile application at:

<https://efile.usps.com>

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form. Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO — EEO Contact Center  
PO Box 21979  
Tampa FL 33622-1979.

You must bring your complaint to the attention of the EEO office, as instructed above, by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you know or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

If you believe that you have been the victim of unlawful discrimination on the basis of age, you must either contact the EEO office as noted above, within the time period noted above, or give notice of intent to sue to the Equal Employment Opportunity Commission (EEOC) within 180 calendar days of the alleged discriminatory action. If you are alleging discrimination based on marital status or political affiliation, you may pursue a discrimination complaint by filing a grievance through the Postal Service's administrative or negotiated grievance procedures, if such



procedures apply and are available. If those procedures do not apply or are not available, you may file a written complaint including as much specific information on the alleged violation as possible with the:

Vice President Labor Relations  
U. S. Postal Service  
475 L'Enfant Plaza, SW  
Washington, DC 20260-4100

### **Whistleblower Protection**

A Postal Service employee with authority to take, direct others to take, recommend or approve any personnel action must not use that authority to take or fail to take, or threaten to take or fail to take, a personnel action against an employee or applicant because of disclosure of information by that individual that is reasonably believed to evidence violations of law, rule or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety, unless disclosure of such information is specifically prohibited by law or such information is specifically required by Executive order to be kept secret in the interest of national defense or the conduct of foreign affairs.

Retaliation against an employee or applicant for making a whistleblower protected disclosure is prohibited by ELM 666.18. If you believe that you have been the victim of whistleblower retaliation, the preferred method for filing a complaint with our office is to use the OIG online complaint form at:

[Whistleblower Complaint Form | USPS Office of Inspector General \(usps.oig.gov\)](#)

You can also send us your complaint by mail to:  
ATTN: HOTLINE  
USPS OIG  
1735 North Lynn Street  
Arlington, VA 22209-2020

You may also contact the Office of Inspector General Hotline through facsimile at [866-756-6741](#).

### **Retaliation for Engaging in Protected Activity**

The Postal Service cannot retaliate against an employee or applicant because that individual exercises his or her rights under any of the Federal antidiscrimination laws or whistleblower protection regulations listed above. If you believe that you are the victim of retaliation for engaging in protected activity, you must follow, as appropriate, the procedures described in the Antidiscrimination Laws and Whistleblower Protection sections of this notice or, if applicable, the administrative or negotiated grievance procedures in order to pursue any legal remedy.

### **Disciplinary Actions**

Under the existing laws, the Postal Service retains the right, where appropriate, to discipline a Postal Service employee for conduct that is inconsistent with Federal Antidiscrimination Laws and Whistleblower Protection regulations up to and including removal. Nothing in the No FEAR Act alters existing laws or permits the Postal Service to take unfounded disciplinary action against a Postal Service employee or to violate the procedural rights of a Postal Service employee who has been accused of discrimination.

### **Additional Information**

For further information regarding the No FEAR Act refer to Public Law 107-174 and the Postal Service No FEAR Act Web page <http://www.usps.com/nofearact>.

### **Existing Rights Unchanged**

Pursuant to section 205 of the No FEAR Act, neither the Act nor this notice creates, expands or reduces any rights otherwise available to any employee, former employee or applicant under the laws of the United States.

## Job Descriptions

### City Carrier

STD JOB DESCRIPTION

U.S.Postal Service

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**CARRIER (CITY) (Q7-01)**  
**OCCUPATION CODE: 2310-2009**

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#### **FUNCTIONAL PURPOSE:**

Delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and procedures commonly used, and with the geography of the area. May be required to carry mail weighing up to 35 pounds in shoulder satchels or other equipment and to load or unload container of mail weighing up to 70 pounds.

#### **DUTIES AND RESPONSIBILITIES:**

1. Routes or cases all classes of mail in sequence of delivery along an established route. Rearranges and relabels cases as required.
2. Withdraws mail from the distribution case and prepares it in sequence for efficient delivery by himself or a substitute along an established route. Prepares and separates all classes of mail to be carried by truck to relay boxes along route for subsequent delivery.
3. Handles undeliverable mail in accordance with established procedures.
4. Delivers mail along a prescribed route, on foot or by vehicle, on a regular schedule, picking up additional mail from relay boxes as needed. Collects mail from street letter boxes and accepts letters from mailing from customers; on certain routes may deliver mail that consists exclusively of parcel post, or the collection of mail.
5. Uses portable electronic scanner as instructed.
6. Delivers and collects charges on customs, postage-due, and c.o.d. mail matter. Delivers and obtains receipts for registered and certain insured mail. Signs for such matter, except insured mail, at the post office before beginning route and accounts for it upon return by payments of the amounts collected and delivery of receipts taken.
7. Deposits in the post office mail collected on the route upon returning from the route.
8. Checks, and corrects if necessary, mailing cards from advertisers bearing names and addresses of customers or former customers on the route.
9. Furnishes customers with postal information and provides change of address cards and other postal forms as needed.
10. Reports to supervisor all unusual incidents or conditions relating to mail delivery, including condition of street letter boxes and centralized delivery equipment.
11. Becomes proficient, when assigned to a route, in the casing of mail on other routes as assigned.
12. Works professionally with other employees in the office.
13. May as a substitute carrier, perform clerical duties and be required to pass examinations on scheme of city primary distribution.
14. In addition, may perform any of the following duties: check hotels and other establishments to ensure that mail for residents undeliverable as addressed is not improperly held; deliver stamps or other paper supplies to contract or classified stations and other designated delivery points; serves at carriers' delivery window; receive and register where practical, all letters and packages of first-class matter properly offered for registration; case mail and make deliveries on other routes as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

**CITY CARRIER ASSISTANT 1 (Q4-01)  
OCCUPATION CODE: 2310-0045****FUNCTIONAL PURPOSE:**

Delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and procedures commonly used, and geography of the area.

**OPERATIONAL REQUIREMENTS:**

CCAs are the only noncareer category in the NALC bargaining unit. The number of CCAs who may be employed in this occupation code in any reporting period must comply with provisions of the USPS/NALC collective bargaining agreement Article 7.1.C.1.

**DUTIES AND RESPONSIBILITIES:**

1. Routes or cases all classes of mail in sequence of delivery along an established route. Rearranges and relabels cases as required.
2. Withdraws mail from the distribution case and prepares it in sequence for efficient delivery independently or by another carrier along an established route. Prepares and separates all classes of mail to be carried by truck to relay boxes along route for subsequent delivery.
3. Handles undeliverable mail in accordance with established procedures.
4. Delivers mail along a prescribed route, on foot or by vehicle, on a regular schedule, picking up additional mail from relay boxes as needed. Collects mail from street letter boxes and accepts letters from mailing from customers; on certain routes may deliver mail that consists exclusively of parcel post, or the collection of mail.
5. Uses portable electronic scanner as instructed.
6. Delivers and collects charges on customs, postage-due, and C.O.D. mail matter. Delivers and obtains receipts for registered and certain insured mail. Signs for such matter, except insured mail, at the post office before beginning route and accounts for it upon return by payments of the amounts collected and delivery of of receipts taken.
7. Deposits in the post office mail collected on the route upon returning from the route.
8. Checks, and corrects if necessary, mailing cards from advertisers bearing names and addresses of customers or former customers on the route.
9. Furnishes customers with postal information and provides change of address cards and other postal forms as needed.
10. Reports to supervisor all unusual incidents or conditions relating to mail delivery, including condition of street letter boxes and centralized delivery equipment.
11. Becomes proficient, when assigned to a route, in the casing of mail on other routes as assigned.
12. Works professionally with other employees in the office.
13. May as a CCA, perform clerical duties and be required to pass examinations on scheme of city primary distribution.
14. In addition, may perform any of the following duties: check hotels and other establishments to ensure that mail for residents undeliverable as addressed is not improperly held; deliver stamps or other paper supplies to contract or classified stations and other designated delivery points; serves at carriers' delivery window; receive and register where practical, all letters and packages of first-class matter properly offered for registration; case mail and make deliveries on other routes as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**CITY CARRIER ASSISTANT 2 (Q4-01)  
OCCUPATION CODE: 2310-0046**

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**FUNCTIONAL PURPOSE:**

Delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and procedures commonly used, and with the geography of the area.

**OPERATIONAL REQUIREMENTS:**

CCAs are the only noncareer category in the NALC bargaining unit. This occupation code is to be used pursuant to the provisions of Article 7.1.C.2 of the USPS/NALC collective bargaining agreement.

**DUTIES AND RESPONSIBILITIES:**

1. Routes or cases all classes of mail in sequence of delivery along an established route. Rearranges and relabels cases as required.
2. Withdraws mail from the distribution case and prepares it in sequence for efficient delivery independently or by another carrier along an established route. Prepares and separates all classes of mail to be carried by truck to relay boxes along route for subsequent delivery.
3. Handles undeliverable mail in accordance with established procedures.
4. Delivers mail along a prescribed route, on foot or by vehicle, on a regular schedule, picking up additional mail from relay boxes as needed. Collects mail from street letter boxes and accepts letters from mailing from customers; on certain routes may deliver mail that consists exclusively of parcel post, or the collection collection of mail.
5. Uses portable electronic scanner as instructed.
6. Delivers and collects charges on customs, postage-due, and C.O.D. mail matter. Delivers and obtains receipts for registered and certain insured mail. Signs for such matter, except insured mail, at the post office before beginning route and accounts for it upon return by payments of the amounts collected and delivery of receipts taken.
7. Deposits in the post office mail collected on the route upon returning from the route.
8. Checks, and corrects if necessary, mailing cards from advertisers bearing names and addresses of customers or former customers on the route.
9. Furnishes customers with postal information and provides change of address cards and other postal forms as needed.
10. Reports to supervisor all unusual incidents or conditions relating to mail delivery, including condition of street letter boxes and centralized delivery equipment.
11. Becomes proficient, when assigned to a route, in the casing of mail on other routes as assigned.
12. Works professionally with other employees in the office.
13. May as a CCA, perform clerical duties and be required to pass examinations on scheme of city primary distribution.
14. In addition, may perform any of the following duties: check hotels and other establishments to ensure that mail for residents undeliverable as addressed is not improperly held; deliver stamps or other paper supplies to contract or classified stations and other designated delivery points; serves at carriers' delivery window; receive and register where practical, all letters and packages of first-class matter properly offered for registration; case mail and make deliveries on other routes as assigned.

## Rural Carrier

**STD JOB DESCRIPTION**

U.S.Postal Service

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**RURAL CARRIER (RCS-00)  
OCCUPATION CODE: 2325-01XX**

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**FUNCTIONAL PURPOSE:**

Cases, delivers, and collects mail along a prescribed rural route using a vehicle; provides customers on the route with a variety of services.

**DUTIES AND RESPONSIBILITIES:**

1. Sorts mail in delivery sequence for the assigned route.
2. Receives and signs for accountable mail.
3. Loads mail in vehicle.
4. Delivers mail to customers along a prescribed route and on a regular schedule by a vehicle; collects monies and receipts for accountable mail; picks up mail from customers' roadside boxes.
5. Sells stamps, stamped paper and money orders; accepts C.O.D., registered, certified, and insured mail and parcel post; furnishes routine information concerning postal matters and provides requested forms to customer.
6. Returns mail collected, undeliverable mail, and submits monies and receipts to post office.
7. Prepares mail for forwarding and maintains records of change of address information.
8. Prepares a daily trip report and maintains a list of the customers on the route.
9. Conducts special surveys when required.
10. Maintains an inventory of stamps and stamped paper as needed to provide service to customers on the route.
11. Provides for mail security at all times.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**RURAL CARR ASSOC/SRV REG RTE (RAUX-05)  
OCCUPATION CODE: 2325-07XX**

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**FUNCTIONAL PURPOSE:**

Cases, delivers, and collects mail along a prescribed rural route using a vehicle; provides customers on the route with a variety of services.

**OPERATIONAL REQUIREMENTS:**

This position is authorized for a non-career employee serving as relief on a regular rural route.

**DUTIES AND RESPONSIBILITIES:**

1. Sorts mail in delivery sequence for the assigned route.
2. Receives and signs for accountable mail.
3. Loads mail in vehicle.
4. Delivers mail to customers along a prescribed route and on a regular schedule by a vehicle; collects monies and receipts for accountable mail; picks up mail from customers' roadside boxes.
5. Sells stamps, stamped paper and money orders; accepts C.O.D., registered, certified, and insured mail and parcel post; furnishes routine information concerning postal matters and provides requested forms to customer.
6. Returns mail collected, undeliverable mail, and submits monies and receipts to post office.
7. Prepares mail for forwarding and maintains records of change of address information.
8. Prepares a daily trip report and maintains a list of the customers on the route.
9. Conducts special surveys when required.
10. Maintains an inventory of stamps and stamped paper as needed to provide service to customers on the route.
11. Provides for mail security at all times.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**RURAL CARR ASSOC/SRV VAC RTE (RAUX-05)  
OCCUPATION CODE: 2325-08XX**

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**FUNCTIONAL PURPOSE:**

Cases, delivers, and collects mail along a prescribed rural route using a vehicle; provides customers on the route with a variety of services.

**OPERATIONAL REQUIREMENTS:**

This position is authorized for a non-career employee serving on a vacant rural route.

**DUTIES AND RESPONSIBILITIES:**

1. Sorts mail in delivery sequence for the assigned route.
2. Receives and signs for accountable mail.
3. Loads mail in vehicle.
4. Delivers mail to customers along a prescribed route and on a regular schedule by a vehicle; collects monies and receipts for accountable mail; picks up mail from customers' roadside boxes.
5. Sells stamps, stamped paper and money orders; accepts C.O.D., registered, certified, and insured mail and parcel post; furnishes routine information concerning postal matters and provides requested forms to customer.
6. Returns mail collected, undeliverable mail, and submits monies and receipts to post office.
7. Prepares mail for forwarding and maintains records of change of address information.
8. Prepares a daily trip report and maintains a list of the customers on the route.
9. Conducts special surveys when required.
10. Maintains an inventory of stamps and stamped paper as needed to provide service to customers on the route.
11. Provides for mail security at all times.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**RURAL CARR ASSOC/SRV AUX RTE (RAUX-05)  
OCCUPATION CODE: 2325-09XX**

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**FUNCTIONAL PURPOSE:**

Cases, delivers, and collects mail along a prescribed rural route using a vehicle; provides customers on the route with a variety of services.

**OPERATIONAL REQUIREMENTS:**

This position is authorized for a non-career employee serving an auxiliary rural route.

**DUTIES AND RESPONSIBILITIES:**

1. Sorts mail in delivery sequence for the assigned route.
2. Receives and signs for accountable mail.
3. Loads mail in vehicle.
4. Delivers mail to customers along a prescribed route and on a regular schedule by a vehicle; collects monies and receipts for accountable mail; picks up mail from customers' roadside boxes.
5. Sells stamps, stamped paper and money orders; accepts C.O.D., registered, certified, and insured mail and parcel post; furnishes routine information concerning postal matters and provides requested forms to customer.
6. Returns mail collected, undeliverable mail, and submits monies and receipts to post office.
7. Prepares mail for forwarding and maintains records of change of address information.
8. Prepares a daily trip report and maintains a list of the customers on the route.
9. Conducts special surveys when required.
10. Maintains an inventory of stamps and stamped paper as needed to provide service to customers on the route.
11. Provides for mail security at all times.



## Postal Support Employee

### **STD JOB DESCRIPTION**

U.S.Postal Service

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#### **PSE CLERK MAIL RECOVERY CENTER (P4-06) OCCUPATION CODE: 2395-0030**

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### **FUNCTIONAL PURPOSE:**

Performs clerical work involved in the review and disposition of unpaid and dead letter mail and parcels that are considered dead mail.

### **OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

### **DUTIES AND RESPONSIBILITIES:**

1. Unloads undeliverable mail from trucks. Places mail from trucks onto parcel belts, based on mail type, for examination and processing.
2. Opens and reviews undeliverable and non-returnable letters and parcels to determine name and address of sender or addressee; prepares mail for delivery when an address is identified and applies any required fees.
3. Provides proper security and disposition of all mail and loose items in the mail received at a Mail Recovery Center; maintains applicable records and prepares required reports.
4. Operates automated and mechanized equipment used to process undeliverable and non-returnable mail.
5. Separates into categories and maintains a record of accountable mail, unidentified parcels, merchandise and articles found loose in the mail, and letters and parcels containing money or other valuable articles; places fully examined and processed mail into appropriate inventory location.
6. Assists in the preparation and distribution of catalogs, notices, and postings concerning items to be sold at auction.
7. Makes final disposition of undeliverable and non-returnable mail having no obvious value.
8. Furnishes information in response to customer input from Mail Recovery Center Inventory Management System (MRCS) concerning undeliverable and non-returnable mail.
9. Prepares required reports and correspondence on disposition of undeliverable items in response to inquiries from Postal employees and customers.
10. Performs other job-related tasks in support of primary duties.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE DATA CONVERSION OPERATOR (P4-05)  
OCCUPATION CODE: 2395-0013**

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**FUNCTIONAL PURPOSE:**

Operates data conversion equipment in transforming information from source documents to computer input forms.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates conventional keypunch and electronic data entry equipment from source documents to an input suitable for computer processing.
2. Performs a mechanical verification of keypunched information.
3. Selects correct program format and operating mode for each data entry system job application.
4. Prepares and maintains program control cards for jobs processed on keypunch/key verifier equipment for each specific job.
5. Maintains format instructions for all keypunching jobs performed in the facility.
6. Records machine utilization information for each and submits to the supervisor.
7. Occasionally performs other job related tasks in support of primary duties.
8. Follows established safe work methods, procedures and safety precautions while performing all duties.
9. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE FORKLIFT OPERATOR (P4-06)**  
**OCCUPATION CODE: 2395-0028**

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**FUNCTIONAL PURPOSE:**

Operates a variety of materials handling equipment, including forklifts, warehouse towing tractors, trucks, and track-mounted, overhead power lift, in the movement of materials and supplies at a materiel distribution center.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates forklifts, trucks, towing tractors, or track-mounted, overhead power lift, in the movement of supplies, mailbag equipment, furniture, or other merchandise from one location to another, such as to and from receiving, storage, assembly, packing and shipping areas, railroad car sidings, trucks, trailers and other warehouses.
2. Prepares incoming and outgoing stock for warehousing or shipping, including re-skidding, labeling, and marking.
3. Stacks and/or unstacks palletized, boxed, and crated items, equipment and supplies; ensures proper storage, stacking, selection and layout of merchandise, equipment, and supplies avoiding damage and/or breakage; ensures that aisles are kept open.
4. Checks merchandise received and shipped for correct quantities, type, and weights are correct; notifies supervisor of errors.
5. Evaluates changes in storage requirements when material is to be added or deleted from stock; makes necessary adjustments ensuring adequate space is provided.
6. Selects and transfers to shipping area material called for by requisitions, labels, back orders, transfer notices, or other documents; segregates material by destination; attaches labels and/or tags as required.
7. Recognizes container characteristics and suitability for sustaining weight such as encountered in palletized storage operations; ensures that established storage and pallet patterns are adhered to.
8. Practices first-in, first-out principle of materials storage; detects discrepancies which may hinder the correct selection or inventory of stock; eliminates multiple storage locations of identical items.
9. Operates computer terminal for stock status inquiries or data entry; participates in physical inventory/cycle count as required.
10. Operates electronic barcoding equipment for receipt, identification, inventory, storage, and distribution of materials.
11. In addition, may perform the following duties: oversee packer/warehouseman; clean-up of work areas and equipment; make minor adjustments and repairs to equipment when mechanic not available.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE LABEL PRINTING TECH (P4-06)  
OCCUPATION CODE: 2395-0012**

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**FUNCTIONAL PURPOSE:**

Produces printed materials (forms, letters, labels, etc) used by postal facilities associated with daily retail, delivery and mail processing operations including the distribution and dispatch of mails. They make frequent changes in the equipment used in preparation of the printed materials; operates and services the machines used to produce printed materials.

**DUTIES AND RESPONSIBILITIES:**

1. Sets up and operates varitype, headliners, plate makers, offset printing presses, high speed production printers and finishing equipment to produce printed materials. Adjusts machines to accomodate for the different size and weight of stock utilized in the printing operation.
2. Produces current up-to-date changes in the printing of postal forms, labels, letters and documents from instructions and diagrams furnished and issued by the department to ensure proper formatting, quality and accuracy of material that are printed and shipped from the facility.
3. Maintains production and quality of machine output by ensuring equipment is properly setup to produce material based on specifications. Makes other adjustments designed to produce maximum legibility.
4. Removes and/or receives completed printed material from production areas and arranges items in lots for shipping to requisitioners.
5. Makes revisions based on notice of changes after production has started and correctness of revisions is dependent on technicians knowledge and experience.
6. Receives, examines, and stores supplies of paper stock, stencils, inks, cartons, etc., in stock room or designated storage area to meet normal daily needs of machine operators.
7. Maintains machine in proper working order, operating so as to prevent breakdowns but maintaining maximum production; oils, cleans parts, and makes minor repairs to machines.
8. Assists in the editing of requisitions; finishing products; packing and shipping of printed materials.
9. Performs other job related tasks in support of primary duties.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE MAIL PROCESSING CLERK (NEW WORK) (P4-06)  
OCCUPATION CODE: 2395-0035**

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**FUNCTIONAL PURPOSE:**

Performs a variety of clerk duties required to process mail using automated mail processing equipment or manual methods of sortation and distribution.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Makes one or more sortations of outgoing and/or incoming mail using the appropriate sort program or manual distribution scheme.
2. On a rotation basis, performs all of the following duties: loads mail onto automated equipment, culling out non-processable items; enters sort plan and starts equipment; monitors flow of mail to ensure continuous feed; sweeps separated mail from bins stackers; and stops equipment when distribution run or operation is completed. Runs machine reports, clears jams and contacts maintenance for assistance when required.
3. Prepares work area, ensuring all necessary support equipment and materials, including labels, trays, and other containers, are in place.
4. Removes sorted mail from bins or separations and places into appropriate trays or containers for further processing or dispatch based on knowledge of operating plans and dispatch schedules, or at the instruction of supervisors or expeditors; may riffle or verify mail to ensure sortation accuracy as needed.
5. In addition, may perform any of the following duties: provide service at public window for non-financial transactions; maintain records of mails; examine balances in advance deposit accounts; and record and bill mail requiring special service.
6. Follows established safe work methods, procedures and safety precautions while performing all duties.
7. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE MAIL PROCESSING CLERK (P4-06)  
OCCUPATION CODE: 2395-0018**

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**FUNCTIONAL PURPOSE:**

Performs a variety of clerk duties required to process mail using automated mail processing equipment or manual methods of sortation and distribution.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Makes one or more sortations of outgoing and/or incoming mail using the appropriate sort program or manual distribution scheme.
2. On a rotation basis, performs all of the following duties: loads mail onto automated equipment, culling out non-processable items; enters sort plan and starts equipment; monitors flow of mail to ensure continuous feed; sweeps separated mail from bins stackers; and stops equipment when distribution run or operation is completed. Runs machine reports, clears jams and contacts maintenance for assistance when required.
3. Prepares work area, ensuring all necessary support equipment and materials, including labels, trays, and other containers, are in place.
4. Removes sorted mail from bins or separations and places into appropriate trays or containers for further processing or dispatch based on knowledge of operating plans and dispatch schedules, or at the instruction of supervisors or expeditors; may riffle or verify mail to ensure sortation accuracy as needed.
5. In addition, may perform any of the following duties: provide service at public window for non-financial transactions; maintain records of mails; examine balances in advance deposit accounts; and record and bill mail requiring special service.
6. Follows established safe work methods, procedures and safety precautions while performing all duties.
7. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE MARK UP CLERK- AUTOMATED (P4-06)  
OCCUPATION CODE: 2395-0014**

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**FUNCTIONAL PURPOSE:**

Assists with, and performs a variety of clerical duties to process undeliverable mail as addressed.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates a computer keyboard to enter and extract data from several databases including change of address, mailers' database and address correction.
2. Selects correct program and operating mode for each application.
3. Affixes labels to mail either manually or with mechanical devices.
4. Prepares forms for address correction services and/or scanning operation.
5. Manually distributes processed markups to appropriate separations for further handling.
6. Returns incomplete documents and records to delivery offices when necessary.
7. May operate an optical scanner and computer to process postal forms.
8. May view input from scanned postal forms on computer screen.
9. May operate a photo copy machine.
10. Follows established safe work methods, procedures and safety precautions while performing all duties.
11. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE MOTOR VEH OPR (NEW WORK) (P4-07)  
OCCUPATION CODE: 2395-0032**

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**FUNCTIONAL PURPOSE:**

Assists with, and operates, a mail truck on a pre-established route to pick up and transport mail in bulk. This is a non-career position.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Picks up and delivers bulk quantities of mail at stations, branch office, and terminal points; as required, picks up mail from collection boxes and deposits mail in relay boxes.
2. Operates truck in conformance with time schedules and rules of safety, and in accordance with instructions regarding the route assigned.
3. Determines condition of the truck prior to leaving and upon returning to the garage; reports all accidents, mechanical defects and mechanical failures while on route.
4. Performs other duties as assigned, such as, driving a tractor and semitrailer on occasion, unloading bagged mail and packages at post offices and picking up mail for delivery to a central point; preparing daily trip reports showing work performed; and making minor mechanical repairs to truck in emergencies while on route.



**STD JOB DESCRIPTION**

U.S.Postal Service

**PSE SALES & SERV/DISTR ASSOC (NEW WORK) (P4-06)  
OCCUPATION CODE: 2395-0034****FUNCTIONAL PURPOSE:**

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of retail lobby by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
10. May assign and clear accountable items and distribute mail as required.
11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.
12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.
13. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.
14. May perform additional duties such as: maintain records of mails; face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE SALES & SVCS/DISTRIBUTION ASSOCIATE (P4-06)  
OCCUPATION CODE: 2395-0017**

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**FUNCTIONAL PURPOSE:**

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; May use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of retail lobby by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
10. May assign and clear accountable items and distribute mail as required.
11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.
12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.
13. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.
14. May perform additional duties such as: maintain records of mails; face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE STAMP FULFILLMENT SERVICES CLK (P4-06)  
OCCUPATION CODE: 2395-0039**

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**FUNCTIONAL PURPOSE:**

Performs fulfillment and manufacturing activities and functions that relate to the sale and distribution of stamps and stamp products to include but not limited to individual orders, subscriptions, and provides cancellation services for the USPS and customer products.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions in Stamp Fulfillment Services (SFS) only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates canceling, imprinting, affixing, over-wrapping, and inserting equipment.
2. Operates other machines in support of primary duties.
3. Cleans and makes minor adjustments to machines.
4. Opens mail containing checks and cash deposits for orders.
5. Controls mail order and prepares for processing.
6. Fills customer orders for stamps and stamp products which can be rapidly handled in assembly line fashion.
7. Tears, affixes and cancels stamps for stamp products or other cancellation services.
8. Assembles stamp orders against order process sheets ensuring stock is properly inventoried and documented for accountability.
9. Wraps and packs orders for mailing.
10. Maintains necessary file, records and reports related to stamps and/or stamp products and subscriptions.
11. Assists in identifying problems related to handling accountable stamps, stamped paper, and philatelic products; assists with inventory maintenance related to stamp stock, fills and verifies requisitions for these items.
12. Performs other job related tasks in support of primary duties which may include dispatch and routing activities associated with stamp products and its inventory.

**STD JOB DESCRIPTION**

U.S. Postal Service

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**PSE SUPPLY CENTER CLERK (P4-06)  
OCCUPATION CODE: 2395-0023**

---

**FUNCTIONAL PURPOSE:**

Performs a variety of activities involved in the receipt, handling, inspection, warehousing, and shipping of materials, including postal money orders.

**OPERATIONAL REQUIREMENTS:**

For use at distribution and supply centers.

**DUTIES AND RESPONSIBILITIES:**

1. Receives stock delivered; inspects, counts and checks off items against manifests, contracts, and orders for overages, shortages, or damages.
2. Prepares and types reports using computer technology of receipt and inspection of stock and equipment; provides information for claims; posts receipts and updates computer files.
3. Selects items from stock; packages items for shipment; prepares required documentation for transportation and shipment.
4. Receives requests for orders of stock and equipment.
5. Receives parts returned for repair; provides identification and determines proper procedure for repair.
6. Prepares incoming material for warehousing, re-skidding, labeling, and marking; warehouses material exercising good housekeeping practices.
7. Contacts vendors and internal customers to coordinate shipping and receiving of materials, including parts, equipment, supplies, and repairs.
8. Observes safety and fire rules and regulations.
9. Inspects shipments of material prior to loading to determine acceptability with commercial shipping practices.
10. Maintains bills of lading log books, records, and computer files of all weights shipped and received.
11. Operates forklift, warehouse towing tractor, or truck as required.
12. Participates in physical inventory/cycle counts.
13. Operates electronic barcoding equipment for receipt, identification, inventory, storage, and distribution of materials.
14. Receives, provides for, stores, and distributes postal money order blanks in accordance with established procedures.
15. Performs other job related duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE TRACTOR TRAILER OPR (NEW WORK) (P4-08)  
OCCUPATION CODE: 2395-0033**

---

**FUNCTIONAL PURPOSE:**

Assists with, and operates, a heavy-duty tractor-trailer either in over-the-road service, city shuttle service, or trailer spotting operations on a pre-established route to pick up and transport mail in bulk. This is a non-career position.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates a tractor-trailer in conformity with time schedules and in accordance with instructions regarding the route assigned; or operates a tractor-trailer in unscheduled service directed move by move by telephone, two-way radio or through designated supervisors.
2. Picks up and delivers bulk quantities of mail at postal installations, mailing concerns, railroad mail facilities and airports.
3. Ascertains the condition of the tractor-trailer prior to leaving and in returning to garage; reports all accidents, mechanical defects noted, and mechanical failures in the course of the trip.
4. Makes decisions respecting changes in route in emergency; makes emergency decisions respecting loading mail or leaving it for later trip.
5. In addition, may prepare daily trip reports; make minor repairs or adjustments to vehicle in emergencies; load and unload mail; perform other duties as assigned by a supervisor.

## Mail Handler Assistant

### STD JOB DESCRIPTION

U.S.Postal Service

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**MAIL HANDLER ASSISTANT (NEW WORK) (M4-04)  
OCCUPATION CODE: 2315-0102**

---

#### FUNCTIONAL PURPOSE:

Loads, unloads, and moves bulk mail and performs other duties incidental to the movement and processing of mail.

#### OPERATIONAL REQUIREMENTS:

This occupation code is to be used pursuant to the provision of Article 7.1.C of the USPS and the National Postal Mail Handlers Union Agreement.

#### DUTIES AND RESPONSIBILITIES:

1. Unloads mail from trucks. Separates all mail received from trucks and conveyors for dispatch to other conveying units and separates and delivers mail for delivery to distribution areas.
2. Places empty sacks or pouches on racks, labels them where prearranged or where racks are plainly marked, dumps mail from sacks, cuts ties, faces letter mail, carries mail to distributors for processing, places processed mail into sacks, removes filled sacks and pouches from racks and closes and locks sacks and pouches. Picks up sacks, pouches, and outside pieces, separates outgoing bulk mails for dispatch and loads mail onto trucks.
3. Handles and sacks empty equipment; inspects empty equipment for mail and restrings sacks.
4. Cancels stamps on parcel post, operates cancelling machines, and carries mail from cancelling machine to distribution area.
5. Assists in supply and slip rooms and operates copy machine and related office equipment.
6. In addition, may perform any of the following duties: make occasional simple distribution of parcel post mail that requires no scheme knowledge; operate electric fork lifts; rewrap damaged parcels; weigh incoming sacks; clean and sweep work areas, offices rest rooms, and trucks where work is not performed by a regular cleaner.
7. Operates equipment and machinery assigned to the jurisdiction of the Mail Handler Union.
8. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**MAIL HANDLER ASSISTANT (M4-04)  
OCCUPATION CODE: 2315-0085**

---

**FUNCTIONAL PURPOSE:**

Loads, unloads, and moves bulk mail and performs other duties incidental to the movement and processing of mail.

**OPERATIONAL REQUIREMENTS:**

This occupation code is to be used pursuant to the provision of Article 7.1.C of the USPS and the National Postal Mail Handlers Union Agreement.

**DUTIES AND RESPONSIBILITIES:**

1. Unloads mail from trucks. Separates all mail received from trucks and conveyors for dispatch to other conveying units and separates and delivers mail for delivery to distribution areas.
2. Places empty sacks or pouches on racks, labels them where prearranged or where racks are plainly marked, dumps mail from sacks, cuts ties, faces letter mail, carries mail to distributors for processing, places processed mail into sacks, removes filled sacks and pouches from racks and closes and locks sacks and pouches. Picks up sacks, pouches, and outside pieces, separates outgoing bulk mails for dispatch and loads mail onto trucks.
3. Handles and sacks empty equipment; inspects empty equipment for mail and restrings sacks.
4. Cancels stamps on parcel post, operates cancelling machines, and carries mail from cancelling machine to distribution area.
5. Assists in supply and slip rooms and operates copy machine and related office equipment.
6. In addition, may perform any of the following duties: make occasional simple distribution of parcel post mail that requires no scheme knowledge; operate electric fork lifts; rewrap damaged parcels; weigh incoming sacks; clean and sweep work areas, offices rest rooms, and trucks where work is not performed by a regular cleaner.
7. Operates equipment and machinery assigned to the jurisdiction of the Mail Handler Union.
8. Performs other duties as assigned.



# **Welcome to the United States Postal Service: Orientation**

**Participant Guide  
January 2024  
NSN:7610-19-000-1748**

United States Postal Service  
475 L'Enfant Plaza SW  
Washington, DC 20260-4215





## Use of Materials

This guide is intended to be used during the Welcome to the United States Postal Service® Orientation for informational reference purposes only. It has been prepared in conformance with existing USPS® regulations, policies, rules, procedures, and standards and does not represent the establishment of new regulations, policies, rules, procedures, or standards, nor does it provide additional employee rights, privileges, or remedies, or place additional obligations on the Postal Service.

Furthermore, this guide does not contain nor constitute a change to any current handbook, manual, instruction, memoranda, publication, or published regulation of the Postal Service. It is not to be regarded by management, the Unions, or employees covered by a National Collective Bargaining Agreement as a handbook and does not have the force and effect of a document issued pursuant to Article 19.

Employees must consult, be familiar with, and understand the applicable regulations, policies, rules, procedures, and standards. In the case of an inconsistency, rely upon official postal regulations, policies, rules, procedures, and standards in lieu of this guide.

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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 will 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.

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 of 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. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

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 and 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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# Module 1: Welcome to the USPS

## Objectives:

Upon completion of this module, you will be able to:

- Accept the Oath of Office.
- Describe the structure and mission of the U.S. Postal Service, including the five core components of the Delivering for America Plan.
- Explain the meaning of universal service.
- Describe mailflow.
- Describe your general job duties.

## Time Allocated for Module:

- 1 hour 15 minutes

## Instructional Methods:

- Self-study
- Question and Answer Discussion
- Video

## Participant Material Used:

- Participant Guide
- Job-Specific Overview

## Media Required:

- ACE Computer/LCD projector



## **Introduction**

### **Welcome**

Throughout the orientation, we will answer your questions and define your role. After this class, if you have specific questions about your work location or district, please ask your District Facilitator.

Orientation includes:

Welcome to the USPS

Compensation, Leave, and Benefits

A Safe and Inclusive Workplace

Your Responsibilities to Us

- Sanctity of the Mail and Safety
- Code of Conduct and Ethics

What to Expect as a New Employee

- Employee Evaluation Process
- Next Steps

Union Representation

Welcome to the United States Postal Service. We are excited that you have decided to join us and look forward to introducing you to the organization and the role you play in it.

You will have an opportunity to meet with a union representative.

We will also refer to your Job-Specific Overview handout that covers benefits, leave, job duties, and other pertinent information about your new position.

### **Oath of Office-Appointment Affidavit**

The Oath of Office you received and accepted is your promise to support and defend the Constitution of the United States and discharge the duties of your position. This means you protect the sanctity of the mail and agree to protect the mail from tampering and misuse.

## **Message from the Postmaster General (PMG)**

The Postal Service is an independent establishment of the executive branch. We are a part of the federal government but generally receive no tax dollars for operating expenses. The Postal Service is led by the Board of Governors. The Board of Governors consists of nine individuals known as “Governors,” who are appointed by the President of the United States with the advice and consent of the Senate, as well as the Postmaster General and the Deputy Postmaster General. The Postmaster General serves as our CEO and is responsible for directing the day-to-day operation of the Postal Service and exercising the powers that have been delegated to him or her by the Board of Governors. Postmaster General Louis DeJoy was appointed by the organization’s Governors in 2020.

You are joining one of the largest employers in the United States. We process and deliver mail to every American household and business nearly every day.

Welcome to the United States Postal Service. We are so excited that you have decided to join our dynamic, diverse, and dedicated team. The USPS provides a vital national service due to the commitment of dedicated employees who make a difference in every community across this nation. We are all proud to be part of the United States Postal Service. For more than 245 years, people like you have strengthened the fabric of this great organization paving the way for generations to come.

Being part of the USPS team offers you the ability to pursue a dynamic career path. We provide opportunities for a rewarding work environment, a competitive salary and benefits package, as well as training so you can advance in your career.

You are now part of the most trusted brand and government agency handling almost half of the world’s mail. We are honored that you have chosen to become a part of our rich history. We look forward to a bright future together. The Postmaster General (PMG), on behalf of our postal family, would like to welcome you to the Postal Service.

## **Introducing the USPS**

The Postal Service™ is an integral part of every community in the nation. Nearly every person in America experiences the Postal Service brand every day; when they talk to their mail carrier, pass postal vehicles on the street, visit a Post Office, or simply read their mail or open a package. But few people know how the Postal Service is organized, who runs it, or how mail gets to their mailbox.

We are a dynamic organization. Throughout our history, we have evolved to meet the changing needs of our customers. We were established over 245 years ago and are a permanent fixture of the federal government.

The USPS:

- Has the nation's largest domestic retail network, outpacing that of McDonald's<sup>®</sup>, Starbucks<sup>®</sup>, and Walmart<sup>®</sup> combined.
- Is one of the largest civilian employers in the United States, with over 640,000 employees across the country.
- Is committed to promoting and enacting a culture of inclusion.
- Is one of the largest employers of veterans.
- Provides free Priority Mail Express<sup>®</sup> and Priority Mail<sup>®</sup> boxes that meet sustainability standards and include recycled content.
- Invests in energy solutions that include solar power, hydrogen fuel cells, energy efficient lighting, recycled materials, and energy management systems.
- Has one of the largest civilian fleets in the world, comprised of more than 230,000 vehicles, including over 40,000 that use alternative fuel.

As a member of the Postal Service, you have a vital role in your community. If you move, process, or deliver the mail, or provide support functions, you contribute to the support network for millions of Americans every day.

We have been integral to daily American life for more than two hundred and forty-five years and are taking steps to ensure we continue to serve the public for many more.

### Ten-Year Delivering for America Strategic Plan

The Delivering for America Plan outlines what to expect in the next ten years as you grow with us in your career. There are five key goals: innovation, six-day mail and seven-day package delivery, modernized systems, financial stability, and workforce investments.

1. Innovation that grows revenue and meets changing marketplace needs.
2. Universal six-day mail delivery and expanded seven-day package delivery.
3. A modernized Postal Service capable of providing world class service reliability at affordable prices.
4. Financial sustainability to fund our universal service mission.
5. Workforce stability and investment strategies that empower, equip, and engage each employee and put them in the best possible position to succeed.

Our people are our greatest asset, and we are invested in your success as an organizational priority. We make continuous efforts to ensure employee safety, promote an inclusive workplace, and invest in your health and professional development. When we equip and enable you, and provide you with meaningful support, you can thrive and do your best.

We are a dynamic organization. We are diverse, inclusive, socially conscious, environmentally aware, and when you work for us, you work for an organization committed to public service.

As a new employee, your reliability, showing up to work every day you are scheduled, your interactions with customers, making every experience a positive one, and your professionalism all make a difference. You represent the Postal Service every day.

With your help, we will continue to provide universal world-class, affordable, and dependable service to every American community; today, tomorrow, and for generations to come.

We have our own mission, strengths, challenges, and commitment to public service. We are not your average employer. We have a unique and personal impact on the daily lives of many Americans. And now, so do you.

### Universal Service

The Postal Service has its origins in the Post Office Department, which was established in 1775. As an independent establishment of the Executive Branch of the U.S. government, the Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products, and services to fund our operations. Our mission is to provide the American public with trusted, affordable, universal service.

No matter where you live in the U.S., you will have the same access to services and facilities, products, delivery frequency, service quality, security of the mail, and affordable and uniform pricing. Universal mail service is a cornerstone of our constitution and is protected by more than 200 federal laws. Most people do not realize that tampering with the mail is a federal offense. As a new postal employee, it is critical that you protect the sanctity of the mail.

While other companies deliver, the Postal Service is the only carrier providing all aspects of universal service at affordable prices, regularly delivering to every residential and business address in the nation: over 174 million addresses, 6 days a week. UPS<sup>®</sup>, Amazon<sup>®</sup>, and FedEx<sup>®</sup> pay us to deliver hundreds of millions of their packages every year.

## Organizational Structure

To successfully fulfill our universal service mission, we designed a high-performing organization with greater line of sight from strategy to business outcomes. The Postal Service has implemented a structured approach to redesigning our organization.

The Postal Service created three core operating units: Retail and Delivery Operations, Logistics and Processing Operations, and Commerce and Business Solutions.

- Logistics and Processing – Process and move mail and packages efficiently to the delivery units, meeting predetermined standards.
- Retail and Delivery – Accept and deliver mail and packages efficiently with a high level of customer satisfaction.
- Commerce and Business – Fully utilize our infrastructure to enable growth. The administrative support functions were aligned to their respective Headquarters organizations and will be redesigned enabling the three core business functions to better fulfill our essential mission of delivering for the American people.
- Administrative support functions centralized into Headquarters, which enable the core operating units to focus on driving operational precision focusing on what the Postal Service does best: collect, process, and transport mail and packages.
  - Includes Human Resources (HR) that handles benefits, pay, leave, hiring, training, and safety. Finance tracks our financial health, compensation, and revenue. Information Technology is responsible for supporting individual computers and systems used to track, process, and deliver mail. And Labor Relations.
  - This organization design drives greater line-of-sight accountability and streamlined decision making for administrative functions and provides greater focus on supporting core business operations. As a part of the ongoing structural changes, additional realignments were made within the three core business operations to provide economies of scale and administrative cost savings.

Currently the Postal Service is divided into Regions, Divisions, Areas, and fifty districts which roughly follow state borders. As you can see, the Postal Service employs people from all walks of life. There is a world of opportunity for you to develop and grow within our organization as a new employee.



## Career and Non-Career

There are several types of positions within the Postal Service including career and non-career positions. Career refers to an employee hired for an appointment without time limit requiring the completion of a probationary period that confers full employee benefits and privileges, and includes City and Rural Carriers, Mail Handlers, Part-Time Flexible employees, Tractor Trailer Operators, Motor Vehicle Operators, Custodians, Maintenance Mechanics, and Electronic Technicians. When career and non-career positions are represented by unions, they are referred to as bargaining positions. Several different unions represent bargaining unit employees and negotiate on their behalf concerning an array of topics including hours, pay, benefits, and work conditions.

Non-career employees can be bargaining, craft employees. Each has different duties and job expectations. Some examples include:

- City Carrier Assistants, or CCAs, deliver mail on city routes.
- Rural Carrier Associates, or RCAs, deliver mail on rural routes.
- Mail Handler Assistants, or MHAs, load, unload, and move mail.
- Postal Support Employees, or PSEs, process mail in plants, sell postage at Post Offices, drive vehicles, or perform other roles.

## Work Locations

Typically, when you report to work, you will be in either a retail and delivery unit, a Post Office, or a processing facility, usually a plant. A retail and delivery unit is overseen by a Postmaster and sells postal products and collects, sorts, and delivers mail. A processing facility sorts and processes mail. It is typically overseen by a Plant Manager and several Managers of Distribution Operations, or MDOs, who ensure mail on a tour is processed on time. Supervisors report to the MDOs and are typically responsible for one aspect of one type of mail.

## **Roles and Responsibilities**

### 24 Hour Clock Concept

The Postal Service works on a 24 hour clock concept consisting of three tours or shifts. Tour 1 is from midnight to 8 a.m., Tour 2 from 8 a.m. to 4 p.m., and Tour 3 from 4 p.m. to midnight. Tour times are approximate and may differ among districts.

Each tour is dependent on the next. If mail is late at one step, it is now late for the next one, and the next, in a continuous cycle which we call the 24 hour clock. Everything we do is governed by this system: when mail is sent to a Post Office, when it is delivered, when it is processed, and when it makes it to your door.

## Systems at Work

In order to make universal, reliable, nationwide mail service a reality, the USPS relies on hundreds of thousands of dedicated postal employees just like you every day. How do we do it? Generally, mail is collected, taken to a processing plant, processed, sent back to the right Post Office, and then delivered to homes and businesses.

During the program you will learn about our history, why the Postal Service is important, and the big plans we have for our future; a future in which you now play a key role.

We will equip you to do your job safely and effectively. We will discuss important safety, regulatory, and workplace information. You will have the opportunity to participate in question-and-answer sessions about your general job duties, pay, leave, and benefits. You will also learn about the many self-development resources and career opportunities with the organization that are available to you.

We are excited to introduce you to what it means to be part of our team.

## Post Office/Collection

Mailflow starts with letter carriers who collect mail from residential and business mailboxes. They also pick up mail from blue collection boxes at specific times.

## Transportation

The mail is loaded onto vehicles. There are several types of vehicles used to transport the mail: tractor trailers, 2-ton, 1-ton, and ½-ton trucks, cargo vans, and Long-Life Vehicles (LLVs). We also use commercial planes and boats to transport mail. Vehicle Maintenance ensures all postal vehicles are operational and safe.

## Processing

Once mail arrives at a processing facility, it is organized by type, sent to the machines that process that type of mail, processed, and sent back out to the right facilities.

Letter mail is sent from the loading dock to a machine that removes mail that is the wrong size or thickness. The machine then faces the mail in the same direction and cancels any postage. The mail is then sent to another machine that sorts it in two passes. For letters, there are machines that sort the mail into carrier walk sequence, called Delivery Point Sequence, or DPS.

The first pass sorts the mail by the destination location. The second pass puts the mail in carrier walk sequence.

Flats are moved from the dock and prepared for processing. Clerks sort mail by ZIP Code™ and prepare mail. Some flat sorting machines sort mail in carrier walk sequence. Some machines and manual sorting processes only sort to the Post Office location.

Packages are moved from the dock to parcel-sorting machines where they are sorted by location and sent to the outgoing dock for transportation. Mail is taken to the outbound dock, scanned, loaded on trailers, and go to a delivery unit, another processing facility, or an airport for transport via plane.

### Delivery Point Sequencing

When carriers deliver a route, it is in a specific order based on the delivery order of the addresses. Generally, even addresses are on one side of a street and odd addresses on the other. Carriers often deliver from right-hand drive vehicles. Which means carriers do not deliver 100 Main Street, then 101, 102, 103, etc.

Delivery sequence would start on the right-hand side of the street, at 101 Main Street. The next address would be 103, then 105. Then the carrier crosses the street and delivers 104 Main Street, followed by 102, and 100. Every route is mapped out.

The sort programs on the machine know the order for each route and put the mail in that sequence.

### Transportation

Mail is then transported from the processing facility to other facilities for further sortation or to a delivery location, usually a Post Office.

### Delivery Unit

When mail arrives at a delivery unit, it is unloaded from trucks and moved into the facility. Delays here lead to delays in every step afterward unless the time can be made up by another step in the process.

The USPS is investing in the future by replacing our delivery vehicle fleet with new, next generation vehicles. The Next Generation Delivery Vehicles feature back-up and 360° cameras, cargo area designed for package delivery, air bags and air conditioning, and forward collision and blind spot warnings.

Mail is delivered and collected on routes and carriers return to the Post Office. As mail is ready for processing, it is loaded onto transportation vehicles going to the processing facility.

## **Welcome to the Team**

The 24 hour clock determines when all carriers and mail must be returned to the delivery unit in order to transport mail to the processing facility on time.

This is how we move the mail from one point to another and provide universal mail service across the nation, every day. As you can see, your role is critical to our success. Everyone has a vital role in serving our customers and moving the mail. Welcome to the team!

We are excited that you are a part of the Postal Service. We look forward to your contributions to the organization. You have committed yourself to uphold your Oath of Office; promising to support and defend the Constitution of the United States and discharge the duties of your position.

At this point, you should understand the general history of the organization and be familiar with the Ten-Year Delivering for America goals:

1. Innovation that grows revenue and meets changing marketplace needs.
2. Universal six-day mail delivery and expanded seven-day package delivery.
3. A modernized Postal Service capable of providing world class service reliability at affordable prices.
4. Financial sustainability to fund our universal service mission.
5. Workforce stability and investment strategies that empower, equip, and engage each employee and put them in the best possible position to succeed.

We also discussed your role in mailflow, what to expect from your job duties, and the support we provide as you learn your new job.



## Module 2: Compensation, Leave, and Benefits

### Objectives:

Upon completion of this module, you will be able to:

- Explain the importance of reporting to work as scheduled and its impact to the Postal Service.
- Recall information needed to sign up for Net To Bank.
- Identify key sections of your earnings statement.
- Explain how to record time.
- Describe the leave policies and use of PS Form 3971, *Request for or Notification of Absence*.
- Recognize the difference between scheduled and unscheduled leave.
- Adhere to leave request responsibilities.
- Identify positions available to you for career advancement.
- Access self-development resources.
- List postal benefits available to all employees.
- Recall how to use LiteBlue and PostalEASE to access information, resources, collective bargaining agreements, online learning, and benefit information.
- Recognize how to safely access LiteBlue.

### Time Allocated for Module:

- 1 hour

### Instructional Methods:

- Self-study
- Question and Answer Discussion
- Video

**Participant Material Used:**

- Participant Guide
- Job-Specific Overview

**Media Required:**

- ACE Computer/LCD Projector

## **Compensation**

As a trusted federal organization, the Postal Service compensates you for your time and talent and is committed to protecting you and your coworkers by maintaining a safe and inclusive workplace.

In this module we will discuss compensation, including your pay, leave, and benefits. All scheduled employees must report to work each day. Pay, leave, and other benefits are impacted by attendance.

The U.S. Postal Service has a long tradition of serving our customers. Our dedication to duty runs deep in our culture. To accomplish our mission and maintain operational efficiency, all scheduled employees must report to work when scheduled. You are crucial to the success of the Postal Service.

### **Earnings and Pay**

Your first paycheck is received based on your start date. You are paid biweekly, and your paycheck is sent to your work location unless you sign up for direct deposit.

If you begin work in week one of the pay period, your first check includes any hours worked for two weeks. If you begin work in week two of the pay period, your first check includes only hours worked that week.

You receive your paycheck on Friday the week after the pay period closes.

### **Earnings Statement**

Earnings statements reflect workhours, pay, accrued leave, and miscellaneous deductions for a pay cycle. Leave is listed in hours.



### Earning Statement Fields

000		01-1560		Employee Name				012345678		24 22		12345678	
PAYLOC		FINANCE NO.		EMPLOYEE NAME				EMPLOYEE ID		PAY PERIOD		SERIAL NUMBER	
WK MK	RSC/LEV	DETAIL EARNINGS						GROSS TO NET			LEAVE STATUS		
		RATE	CODE	TY	HOURS	PAY		THIS PERIOD	YEAR-TO-DATE	ANNUAL LEAVE(AL)CAT:4.00			
2	0 01	1691	844	W	30:00	507:30	GROSS PAY	1014:60	19261:14	ALL PRIOR YR BAL 0:00			
1	0 01	1691	844	W	24:00	405:84	FED TAX R3	50:93	818:94	+ ALL EARNED YTD 57:00			
				L	6:00	101:46	ST TAX ALS03	36:65	647:78	+ AL HOL EARNED YTD 0:00			
							RETIRE	:00	:00	- AL USED YTD 0:00			
							MEDICARE	14:72	279:29	= EARNED AL BAL 51:00			
							UN L	24:83	422:11	+ AL ADVANCED 0:00			
							SOSEC	62:90	1193:19	= AVAILAL BAL 51:00			
							EMA	:00	228:60	AL USED THIS PP 6:00			
										SICK LEAVE (SL) CAT: 0:00			
										SL PRIOR YR BAL 0:00			
										+ SL EARNED YTD 0:00			
										- SL USED YTD 0:00			
										= CURRENT SL BAL 0:00			
										SL USED THIS PP 0:00			
										LEAVE WITHOUT PAY (UNCP) :			
										PAY PERIOD LWOP 0:00			
										PP01 TO CURRENT PP 2:00			
										USPS RETIREMENT :			
<b>NET PAY</b>								<b>824.57</b>			<b>0.00</b>		

This earnings statement displayed is an example. Details on your earnings statement will be specific to your position, benefits, and hours worked.

Track your workhours and deductions to ensure you are paid correctly.

We will review each item on the earnings statement.

**PAY LOC** – Your pay location

**FINANCE NO** – Your office finance number

**EMPLOYEE NAME** – Your name

**EMPLOYEE ID** – Your USPS Identification Number

**PAY PERIOD** – Pay period and year of earnings

**SERIAL NUMBER** – Serial number of check issued

**DETAIL EARNINGS** – This section outlines your pay information in more detail

- **WK** – Week, either 1 or 2 of pay period
- **RSC** – (Rate Schedule Code) This code indicates your current rate on the pay schedule
- **LEV** – Your position grade level
- **RATE** – Your hourly base pay rate
- **CODE** – Your Designation/Activity code indicates your type of position

- **TYP** – Type of hours used during the pay period. The following codes may appear:
  - W – Straight time workhours
  - O – Overtime
  - N – Night shift differential
  - L – Leave hours (paid leave and leave without pay)
  - G – Guarantee time (Time paid for hours guaranteed, but not worked)
  - V – Penalty Overtime
- **HOURS** – Your actual hours worked, listed in hours and hundredths.
- **PAY** – Your gross pay for the number of hours you worked.
- **Fair Labor Standards Act (FLSA)** – These workhours appear on your pay stub when the total hours worked for one or both weeks of the pay period exceed forty hours.
- **GROSS TO NET** – This section indicates your total gross pay, details your deductions, and shows the resulting net pay for the current pay period and pay year to date. There are different entries that can appear in this section depending on your selection of benefits and allotments.
- **LEAVE STATUS** – Details the amount of leave (annual and leave without pay) earned and used for current pay period and year to date. Leave year begins with the first full pay period of a calendar year.
- **NET PAY** – This amount is your gross pay minus deductions, plus or minus any adjustments, your net earnings, plus nontaxable allowances which equals your total net pay. Your paycheck is for the net pay amount listed here.

## Recording Time

You are responsible for recording your workhours. Your supervisor will demonstrate how to use the timecard once you arrive at your unit. If you need to manually record time, your supervisor or on-the-job instructor will show you how to complete the correct form.

You are responsible for clocking in and out correctly and notifying your supervisor of any clock ring errors. You may use the clock at the beginning of the tour to clock in, out to lunch, in from lunch, and out at the end of tour. You may also clock a move from one operation to another so we can track time effectively.

Clock rings:

- Begin Tour (BT)
- Out to Lunch (OL)
- In from Lunch (IL)
- Move (MV)
- End Tour (ET)

It is your responsibility to ensure your time is recorded accurately and bring any errors to your supervisor's attention. Rural employees may use a PS Form 1234, *Utility Card* to manually record your time when you are not serving a route. Start recording your clock rings at the bottom of the form and work your way up for each day.

If you need to use this form, instructions are covered as part of supplemental training following orientation. Use a PS Form 4240, *Rural Carrier Trip Report*, when servicing a whole route. It is your responsibility to ensure your time is recorded accurately and bring any errors to your supervisor's attention.

*PS Form 1234, Utility Card*

Utility Card													
Name _____													
EIN _____													
Check Appropriate: <input type="checkbox"/> Extra Clock Rings <input type="checkbox"/> Loan <input type="checkbox"/> Transfer <input type="checkbox"/> Training (See boxes at right as necessary) <input type="checkbox"/> STTO <input type="checkbox"/> AL <input type="checkbox"/> HOS													
REGULAR ASSIGNED POSITION							TEMPORARY ASSIGNED POSITION						
Title _____ P/L _____							Title _____ P/L _____						
DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK				
<b>NOTE: For reporting training hours, enter "TRAINING" in the temporary assigned position block.</b>													
Justices (Season)	LWOP	Paid Leave OL SL AL			Other Prem	NW	OT	Clock Hours					
								Init. & Day		-----			
								Guar. OT		Guar. Time		-----	
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day		-----			
								Guar. OT		Guar. Time		-----	
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day		-----			
								Guar. OT		Guar. Time		-----	
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day		-----			
								Guar. OT		Guar. Time		-----	
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day		-----			
								Guar. OT		Guar. Time		-----	

PS Form 1234, March 1992 START ▲

PS Form 4240, Rural Carrier Trip Report

UNITED STATES POSTAL SERVICE®										Rural Carrier Trip Report																																							
Post Office™, State and ZIP + 4®										Guarantee Period					Pay Period																																		
DesAct and Name										Begin:					From					Through																													
EIN										Through:										Cumulative Work Hours for Regular Carrier for Guarantee Period (Hours.Hundredths)																													
Regular Carrier										Beginning of Pay Period										Current Pay Period																													
Regular Relief Carrier										End of Pay Period										AMS Delivery Data					Other					Curb					NDCBU					Other Central					Boxes Vacant Over 90 Days				
Finance Number		Route		Weekly Route Standard (Hours:Minutes)		Weekly Hours (Evaluated)		Daily Hours (Evaluated)		Residential										Businesses																													
'L' or 'Non L'		Type		Number		Weekly Dism. Distance		Locked Pouch Stops		Businesses										Det Box/NPU					/																								
Length (Miles)		Regular Boxes		Central Boxes		Stops		Collection Compartments		Initials of Manager Verifying Entries										REMARKS:																													
Reports		Leaves		Returns		Ends		Day of Week										Date																															
Official Schedule of Carrier →										Carrier's Actual Daily Time Record (Exact hour and minutes)										Total Actual Daily Work Hours Less Lunch (Hours.Hundredths)										Daily Overtime					Initials of Manager Verifying Entries														
Rptd. to P.O.		Left Office to Serve Route		Rtnd. to P.O.		Comp. Work at P.O.		Lunch Period Actual Time, O or S		Regular										Relief					Remarks																								
(1)		(2)		(3)		(4)		(5)		(6)										(7)					(8)					(9)					(10)														
Week 1										Sat.																																							
										Mon.																																							
										Tues.																																							
										Wed.																																							
										Thur.																																							
										Fri.																																							
										Weekly Work Hours										Regular Carrier Weekly Overtime																													
Week 2										Sat.																																							
										Mon.																																							
										Tues.																																							
										Wed.																																							
										Thur.																																							
										Fri.																																							
										Weekly Work Hours										Regular Carrier Weekly Overtime																													
I certify that this report is correct and entries have been made promptly daily.										I certify that all entries have been completed and verified.										Carrier's Signature					Date (MM/DD/YYYY)					Postmaster or Designated Supervisor's Signature					Date (MM/DD/YYYY)														

## Leave

The Postal Service provides you with several types of leave and offers you several benefits as an employee. You generally begin earning leave when you are in a pay status.

### Annual Leave

The Postal Service provides annual leave for rest, recreation, emergency purposes, and illness or injury. Annual leave is earned based on the number of hours worked in each pay period. Employees with a start date after the first Monday of a pay period do not receive leave credit for service performed during that pay period.

Annual leave is credited at the end of each biweekly pay period. An employee must earn annual leave hours prior to use and must not exceed the number of hours accrued. Refer to your applicable Collective Bargaining Agreement (CBA) for specific leave benefits and requirements. As contracts are negotiated with your union, these terms may change.

Annual leave requests are subject to needs of the service and in seniority order. Career employees are given preference for annual leave requests. Additional provisions may have been negotiated in your CBAs. Ask your on-the-job instructor or supervisor for information on local leave provisions for your position.

### Scheduled Absences

Absences are either scheduled or unscheduled and are charged to a leave category (e.g., annual leave, sick leave, leave without pay (LWOP)). Scheduled absences are requested and approved in advance by your supervisor. As previously mentioned, our success relies upon your attendance on all scheduled days. Unscheduled absences are any absences not requested and approved in advance by your supervisor.

You can request scheduled leave by completing PS Form 3971, *Request for or Notification of Absence*, which you can get from your supervisor or by using the online Enterprise Leave Request Application (eLRA) system from LiteBlue<sup>®</sup>. Ask your supervisor about your local procedures for submitting the form. Supervisors are responsible for approving or disapproving leave requests.

When the absence is for planned medical treatment, the employee should first consult with the supervisor about the timing of the leave and must make a reasonable effort to schedule the treatment so as not to unduly disrupt the employer's operations.

When completing PS Form 3971, *Request for or Notification of Absence*, complete the following information:

- Name
- Employee ID number
- Date submitted
- Number of hours requested
- Installation
- If the requested day off is scheduled or non-scheduled
- Employee pay location
- Designation/Activity (Des/Act) Code
- Date and time your requested leave is to start and end
- Check box for the type of leave requested
- Sign and date the form

## PS Form 3971, Request for or Notification of Absence

UNITED STATES POSTAL SERVICE®		Request for or Notification of Absence							
Employee's Name (Print last, first, MI)		Employee ID	Date Submitted (MM/DD/YYYY)	No. of Hours Requested					
Installation (For postmaster's leave, show city, state, and ZIP Code)		N/S Day	Pay Loc. No.	D/A Code	From: Date	Hour			
Time of Call or Request	Scheduled Reporting Time	If Needed, Employee Can Be Reached At: <input type="checkbox"/> Do not call		Thru: Date	Hour				
Type of Absence <input type="checkbox"/> Annual <input type="checkbox"/> Holiday/AL Lv Exch <input type="checkbox"/> Carrier 701 Route <input type="checkbox"/> LWOP (See reverse) <input type="checkbox"/> Sick (See reverse) <input type="checkbox"/> Late <input type="checkbox"/> COP (See reverse) <input type="checkbox"/> Other	Documentation (For official use only)		Revised Schedule for (date)	Approved in Advance <input type="checkbox"/> Yes <input type="checkbox"/> No					
	<input type="checkbox"/> FMLA Requested (Certification review - HRSSC) <input type="checkbox"/> For COP Leave (CA1 on file) <input type="checkbox"/> For Advanced Sick Leave (PS 1221 on file) <input type="checkbox"/> For Military Leave (Orders reviewed) <input type="checkbox"/> For Court Leave (Summons reviewed) <input type="checkbox"/> For Higher Level (PS 1723 on file) <input type="checkbox"/> Scheme Training Testing Qualifying (Memo on file)		Begin Work	Lunch Out	Lunch In	End Work			
Remarks (Do not enter medical information. See Privacy Act Statement on reverse of this form.)		Total Hours							
I understand that the annual leave authorized in excess of the amount available to me during the leave year will be charged to LWOP.									
Employee's Signature and Date		Signature of Person Recording Absence and Date		Signature of Supervisor and Date Notified					
Official Action on Application (Return copy of signed request to employee.)									
<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved (Give reason below)		Do not check an FMLA box until you verify the FMLA designation. <input type="checkbox"/> FMLA Designation is PENDING <input type="checkbox"/> FMLA Protected <input type="checkbox"/> Not FMLA Protected		Signature of Supervisor and Date					
				<input type="checkbox"/> Continued on reverse					
PS Form 3971, July 2021 (Page 1 of 2) PSN 7530-02-000-9136				Warning: The furnishing of false information on this form may result in a fine of not more than \$10,000 or imprisonment of not more than 5 years, or both (18 U.S.C. 1001).					
<b>Reason I was incapacitated for duty during this absence:</b> <input type="checkbox"/> Sickness <input type="checkbox"/> On-the-Job Injury <input type="checkbox"/> Off-the-Job Injury <input type="checkbox"/> Exposed to a Contagious Disease		<input type="checkbox"/> Pregnancy, Prenatal Care, or Childbirth <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Job-related) <input type="checkbox"/> Undergoing Medical, Dental, or Optical Examination or Treatment (Not job-related)		<b>Leave Types and Codes (Information Only)</b> Annual 55 Annual - FMLA 55 D1 Sick 58 Sick - FMLA 58 D2 Sick - Dependent Care 58 D6 Sick - Dependent Care - FMLA 58 D7 Absent Without Leave 24 Act of Nature 76 Blood Donor 69 Civil Defense 77 Civil Disorder 81 COP - USPS 71 COP - USPS - FMLA 71 D8 Court Duty 81 Donald 45 Donald - FMLA 46 HC Authorized Administrative 79 Holiday - AL Leave Exchange 28 LWOP - Part Day 59 LWOP - Part Day - FMLA 59 D5 LWOP - Full Day 60 LWOP - Full Day - FMLA 60 D8 LWOP - ICOW/OWCP 49 LWOP - ICOW/OWCP - FMLA 49 D4 LWOP - In Lieu of Sick Leave 59 or 60 LWOP - Maternity 59 or 60 LWOP - Military 44 LWOP - Personal Reasons 59 or 60 LWOP - Professed 59 or 60 LWOP - Suspension 59 or 60 LWOP - Suspension Paid Term 59 or 60 LWOP - Union Official 84 Military 67 Reallocation 80 Voting Leave 85 Other Paid Leave 86	<b>Time Card</b> 55 55 58 58 58 24 76 69 77 81 71 71 81 45 46 79 28 59 59 60 60 49 49 59 or 60 59 or 60 44 59 or 60 59 or 60 59 or 60 59 or 60 84 67 80 85 86	<b>FMLA Dep. Care</b> 05900 05999 05900 05999 05997 05998 02400 07900 08900 07700 08100 07100 07199 08100 04500 04800 07300 02800 05900 05999 06000 06099 04000 04999 05001 or 06001 05005 or 06005 04400 05003 or 06003 05002 or 06002 05008 or 06008 05008 or 06008 08400 06700 08000 08500 08800	<b>Time Clock</b> 05900 05999 05900 05999 05997 05998 02400 07900 08900 07700 08100 07100 07199 08100 04500 04800 07300 02800 05900 05999 06000 06099 04000 04999 05001 or 06001 05005 or 06005 04400 05003 or 06003 05002 or 06002 05008 or 06008 05008 or 06008 08400 06700 08000 08500 08800	SCHEDULED UNSCHEDULED	PP Year
				Day	Init.	Hours			
				Sat 01					
				Sun 02					
				Mon 03					
				Tue 04					
				Wed 05					
				Thur 06					
				Fri 07					
				Sat 08					
				Sun 09					
				Mon 10					
				Tue 11					
				Wed 12					
				Thur 13					
				Fri 14					
PS Form 3971, July 2021 (Page 2 of 2) PSN 7530-02-000-9136									

## Unscheduled Absences

As we compete for business every day, we need all employees to come to work and be their very best. When employees miss work, it causes significant disruptions and affects our productivity, your fellow employees, our customers' experience, and ultimately our bottom line. You are expected to maintain your assigned schedule and must make every effort to avoid unscheduled absences. However, situations may arise that prevent you from reporting to work as scheduled.

If you are unexpectedly unable to report for work, notify your supervisor as soon as you know of your inability to report for duty. You can use the Enterprise Leave Request Application (eLRA) system on LiteBlue, which will notify your supervisor of your absence, or you can call the Interactive Voice Response system, or IVR, at 1-877-477-3273 to report your unscheduled absence. For unscheduled leave requests always wait for and write down the confirmation number.

Immediately upon return to duty, complete and sign PS Form 3971, *Request for or Notification of Absence*, and provide any additional information or documentation required by the supervisor.

## Leave Without Pay (LWOP)

Leave Without Pay (LWOP) is an authorized absence from duty in a nonpay status. LWOP covers only those hours that you would normally work or for which you would normally be paid.

## Wounded Warriors Leave (WWL)

Wounded Warriors Leave (WWL) is an authorized absence from the Postal Service to undergo medical treatment for a service-connected disability rated at 30 percent or more. It is a separate paid leave category, distinct from sick or annual leave. There are specific requirements and documentation to certify your eligibility for WWL. Employees eligible for WWL may also be eligible for protection under FMLA. You can find more information on LiteBlue>My HR>Benefits> Leave Programs.

For more information on leave types, criteria, and specific provisions of the applicable collective bargaining agreement, use LiteBlue® to access resources.



## ***Benefits***

### **Family and Medical Leave Act (FMLA)**

Depending on your circumstances, you may qualify for time off under the Family Medical Leave Act (FMLA). FMLA is a federal law that entitles eligible employees to take up to 12 work weeks of job-protected absence.

Additionally, eligible employees who are the spouse, son, daughter, parent, or next of kin of a covered service member may be eligible for up to 26 workweeks of time off to care for a covered service member with a serious injury or illness. To be eligible for FMLA, you must have worked for the Postal Service for at least 12 months and must have worked at least 1250 hours during the 12-month period preceding the start of your absence.

There are specific requirements to qualify for FMLA. For more information about the FMLA at the Postal Service, refer to Chapter 5 of the Employee and Labor Relations Manual (ELM).

# Your Employee Rights Under the Family and Medical Leave Act

## What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

## Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

## How do I request FMLA leave?

Generally, **to request FMLA leave you must:**

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible.

You **do not have to share a medical diagnosis** but must provide enough information to your employer so they can determine whether the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your **employer may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

## What does my employer need to do?

If you are eligible for FMLA leave, your **employer must:**

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your **employer cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that your need for leave is for a reason that may qualify under the FMLA, your **employer must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your **employer must notify you in writing:**

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

## Where can I find more information?

Call **1-866-487-9243** or visit [dol.gov/fmla](http://dol.gov/fmla) to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION  
UNITED STATES DEPARTMENT OF LABOR



WH1420 REV 04/23

## **Career Development**

There are many pathways for development and advancement in the Postal Service. There is a world of opportunity for you to develop and grow within our organization as a new employee.

As you begin your journey as a Postal Service employee, remember that you make a difference. Whether you are selling products at a Post Office, delivering mail, transporting it on time, or processing it efficiently and accurately, you contribute to our success every day.

From a career position, you can pursue a wide array of opportunities including communications, customer service, delivery operations, engineering, finance, government relations, human resources, information security, law, marketing and sales, network operations, or supply management, just to name a few. There are so many opportunities from which to choose. As an organization, we prioritize promoting within the Postal Service™ team whenever possible.

### **Building Your Career**

As you pursue your personal career goals, use the learning portal platform to access everything related to your learning and development. In the learning portal, you can access hundreds of courses for personal self-development on your own time, support resources and can create your own professional profile. This profile is shared with the entire organization. Managers who are looking for employees with your talents can view your profile and career plans.

Your profile serves as the foundation of your learning portal experience. It offers a consolidated view of your professional information such as work experience, skills, and career goals. Create a profile in the portal to showcase your talent and career aspirations, which can lead to better networking and greater opportunities within the organization.

Continual development supports each of us whether we hope to seek other opportunities within USPS®, or we are focused on learning and growing in our current positions. Our learning management portal provides opportunities to learn at your own pace and find topics that interest you. Use the courses available to pursue your interests and goals. We are invested in your self-development and helping you realize your aspirations.

## **EAP and Wellness Benefits**

In addition to leave, the Postal Service also provides you with many benefits.

The Postal Service provides free access to the Employee Assistance Program (EAP). At varying times in our lives, we face personal challenges. Some problems are easily resolved, others can be best solved with professional assistance. It is a free, voluntary, and confidential program that offers assessments, referrals, short-term counseling, and work/life consultation to all Postal Service™ employees, including non-career employees, and their families.

EAP is more than just another benefit. It is a timesaving, stress-relieving, powerful tool that helps put resources at your fingertips and supports you in reaching your full potential. Check out [www.EAP4YOU.com](http://www.EAP4YOU.com) for more information.

Another benefit is access to the Benefits and Wellness Team. This group supports the overall well-being of our employees and their families through awareness, education, and access to more options. Wellness is about your physical and emotional health, your sense of financial security, your connections with others and your community, and about how fulfilled you feel in your work, and at home.

Visit our Health and Wellness page on LiteBlue. As you begin your Postal Service journey, remember that you make a difference. Every employee is an integral part of the organization.

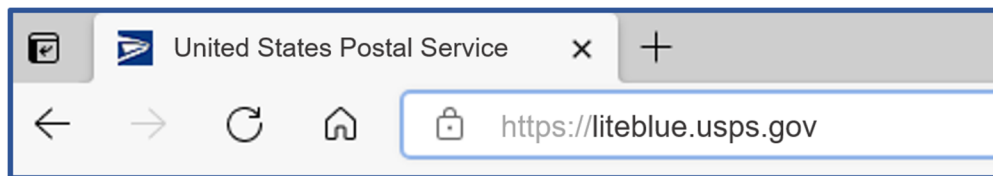
The Postal Service offers these benefits to you as an employee because we care about your well-being.

## LiteBlue<sup>®</sup> and PostalEASE<sup>®</sup>

Use LiteBlue to access PostalEASE, where you can make payroll and benefit selections. These include changing your Federal W4 and State Tax information and enrolling in direct deposit, or Net To Bank.

This section outlines how to navigate the LiteBlue website and how to link to additional systems, like PostalEASE, which manages personal information, such as your address and phone number, payroll, benefits, self-development courses, and much more.

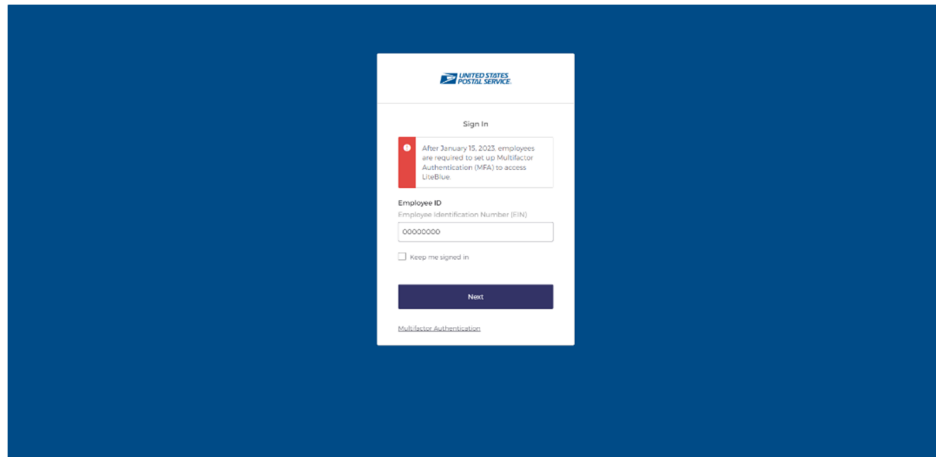
From the Internet, enter [liteblue.usps.gov](https://liteblue.usps.gov) in any web browser. You can access LiteBlue from any non-postal computer.



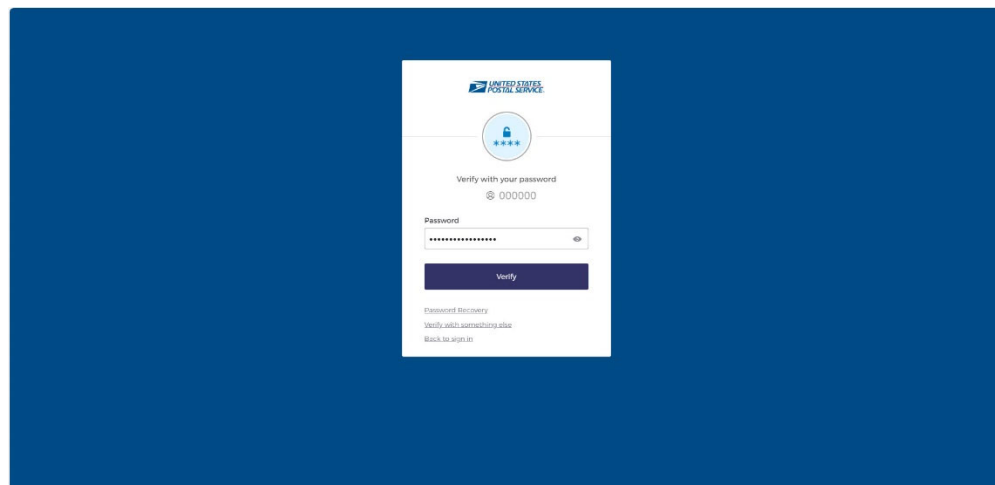
Click Sign In.



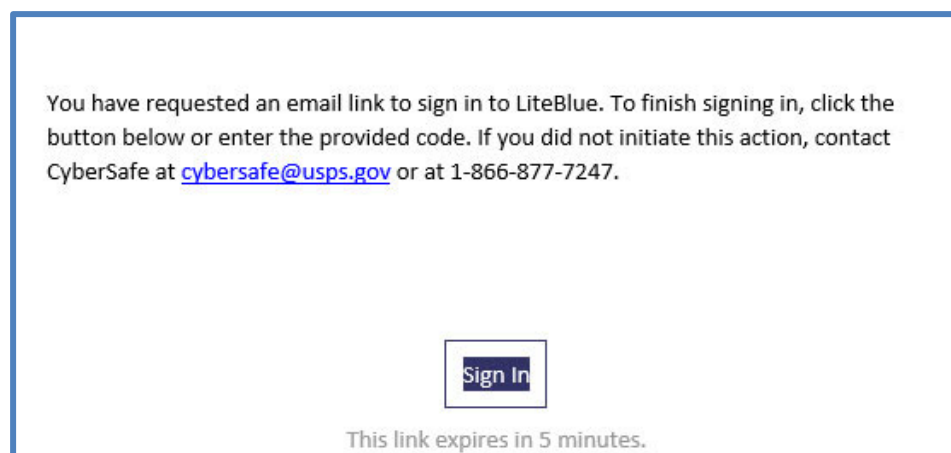
Enter your 8-digit Employee Identification Number, or EIN, and click Next.



On the next screen, input your password and select Verify. Then select Send me an email.

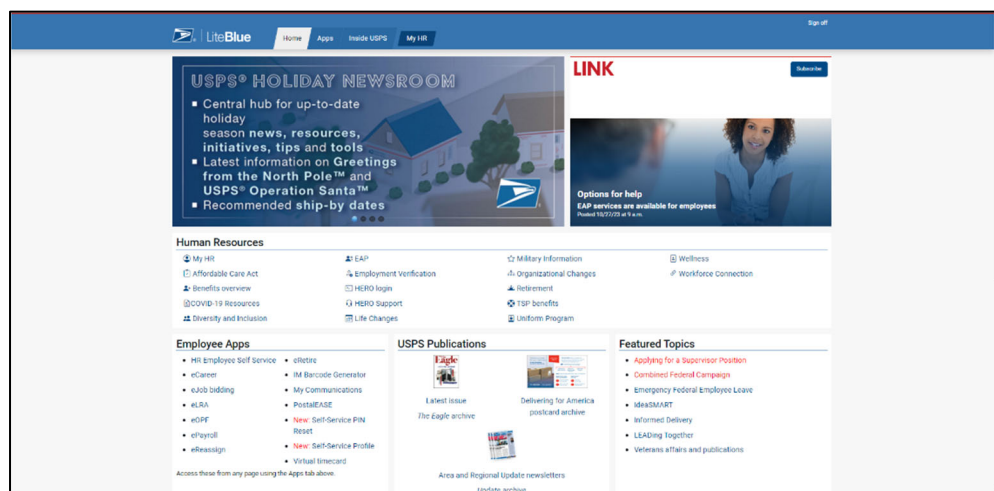


Access your email account. You will have an email from LiteBlue with the address [noreply@litebluemail.usps.gov](mailto:noreply@litebluemail.usps.gov). Open the email and click on the link in the email.



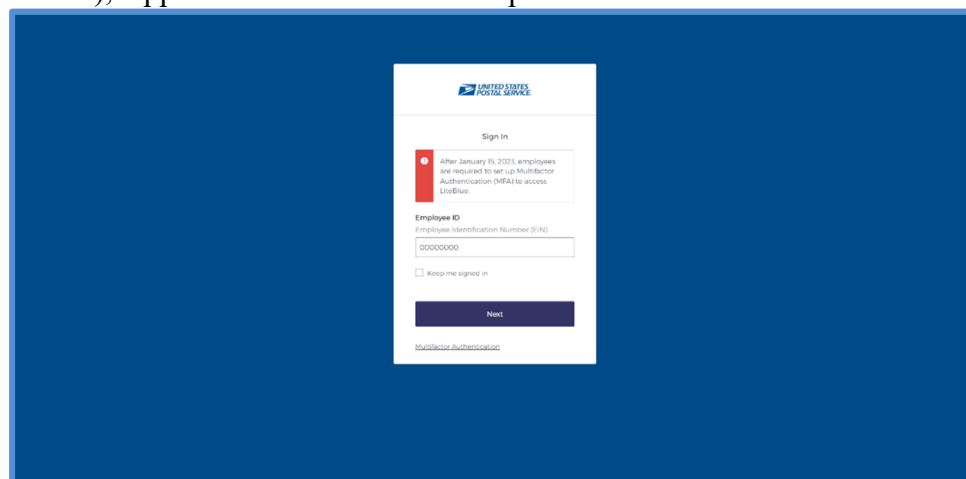
You will be routed to the LiteBlue Home page.

Never share your password or ID with others.



## Reset Your USPS Self-Service Password

If you have lost or forgotten your password, you can request a new one by using the *Self-Service Profile/Multifactor Authentication* link on the LiteBlue or PostalEASE login pages. This launches the USPS Self-Service Profile EIN Verification page from which you are guided through the SSP (Self-Service Profile), Application - Password Reset process.



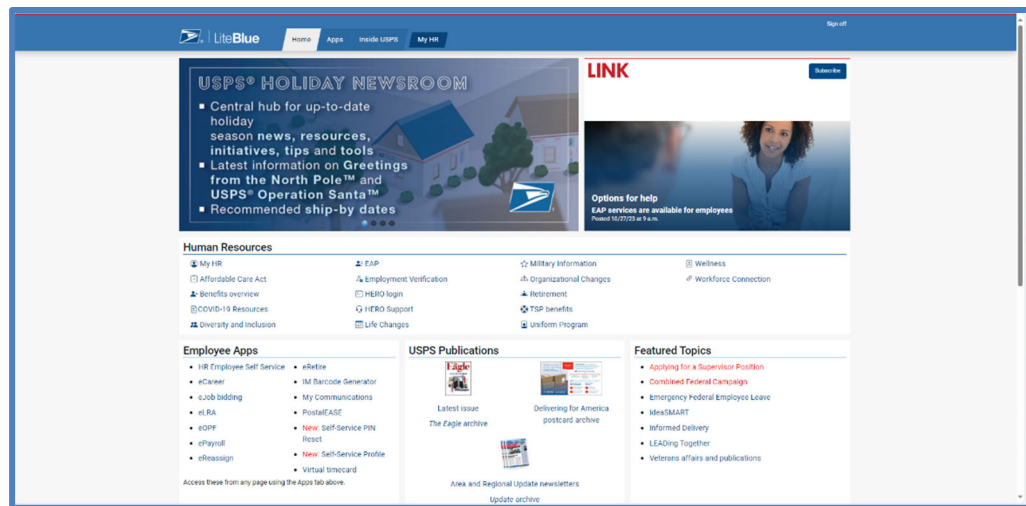
If this is your first visit, you are guided through the SSP registration process. Once the registration process is completed, you will be instructed to exit the application. A USPS® password letter is automatically generated and mailed to your address of record confirming the registration process has taken place. At this point, you can use the SSP application to reset or change your USPS self-service password using the *Password recovery* link on LiteBlue or PostalEASE.

## LiteBlue Home Page

LiteBlue® is a valuable resource for accessing information about pay, leave, benefits, and training. It is the main location for managing your personal information.

The home screen displays a slideshow of current initiatives and access to the Link, the USPS® internal newsletter, at the top. In the center of the screen is a Human Resources section with links to important HR functions. Below that are areas to access Employee Apps, USPS Publications, and Featured Topics.

In the center of the screen is access to Workforce Community links to many of the organizational priorities, such as Employee Engagement and USPS Continuous Improvement.



### Home Page: Human Resources

My HR focuses on actions you can take to manage your personal information and has educational articles to keep you informed of major and upcoming HR topics. You can also access this information by clicking the My HR tab at the top of the page.



The screenshot shows the LiteBlue Human Resources website. At the top, it features the "liteblue Human Resources" logo with the tagline "You deliver for the Country, we deliver for you." and the USPS logo with "usps.com". A navigation bar includes "Home", "My HR", and "Inside USPS", along with a search bar labeled "search My HR". Below the navigation bar, a breadcrumb trail reads "You are here: Departments / Human Resources / LiteBlue HR Home".

The main content area is divided into several sections:

- I want to:** A list of links including "Make Life Changes", "Apply for a Job", "See TSP Return Rates", "Access ePayroll", "Verify Employment", "Learn about EAP", "Learn about Family Leave", and "Access eOPF".
- Browse by Subject:** A grid of links including "Benefits", "Careers", "Employment Rights", "Health & Wellness", "Diversity Equity & Inclusion", "Our Workforce", "Retirement", and "Workforce Connection".
- Spotlight:** A section titled "Career Conferences" with a sub-header "Learn about career development and advancement opportunities" and a link "Click here to view the schedule >". It includes a photo of a smiling male USPS employee.
- I am ...:** A section for craft employees with a photo of a female USPS employee and links for "A Craft Employee >>", "Uniform Program", "Access eJob Bidding", and "Access eReassign".
- Workforce Connection:** A section with a photo of a group of employees and a link "Learn more >".
- Find Employee Apps:** A section with a photo of an employee at a computer and a link "More>>".
- Learn about EEO:** A section with a photo of an older man and a link "More>>".

Additional links on the right side include "Life Change Event >>", "On Military Duty >>", and "Retiring Soon >>". At the bottom, there is a footer with "Last updated date: 06/08/23" and a row of icons for "HR Sitemap", "Contact HR", "Terms of Use", and "Employee Apps". The footer also includes "Contact LiteBlue", "Privacy Policy", and "Back to Top".

On this screen, you can access information on benefits, career conferences, diversity, equity and inclusion, EAP, tools for recording life-change events and verifying your information, information on retirement, uniforms, wellness, and workforce connection.

You can select links to common actions under the “I want to:” header. You can browse by subject, look at spotlight information, access several additional systems, or access craft-specific resources by clicking “I am a craft employee.”

On the left side, common HR actions are listed under the Browse by Subject section. One of these is Benefits. This page contains links to information and details about your benefit options and wellness links. One of these is Login to PostalEASE under the I want to...” section.

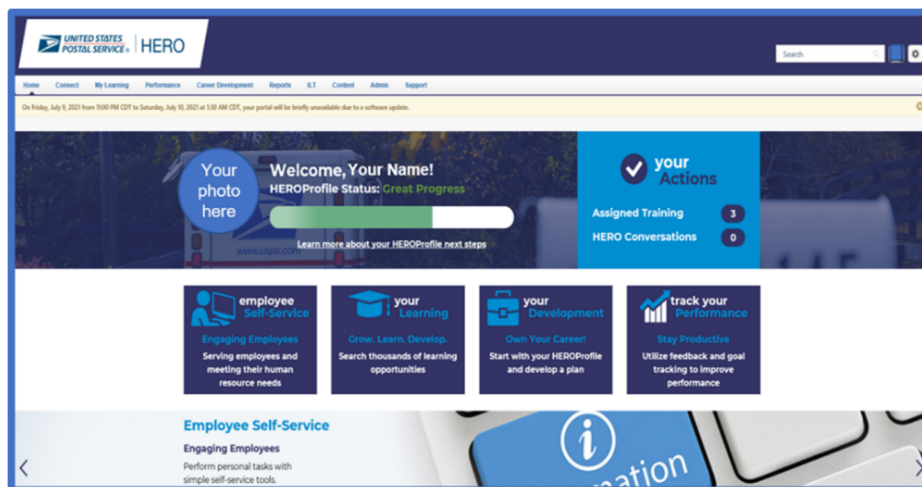
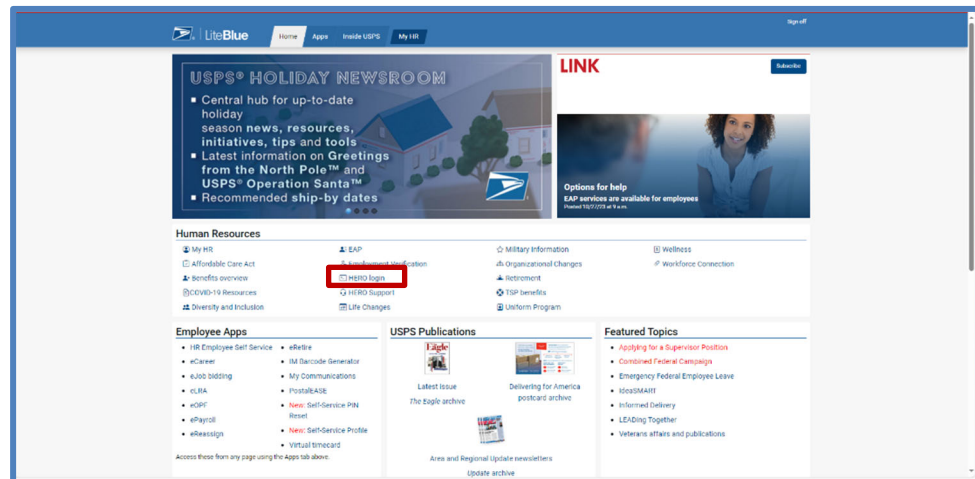
## Benefits

The screenshot displays the 'liteblue Human Resources' website. At the top, there is a navigation bar with 'Home', 'My HR', and 'Inside USPS' tabs, along with a search bar labeled 'search My HR'. Below the navigation bar, a breadcrumb trail reads 'You are here: Departments / Human Resources / Subjects / Benefits'. A sidebar on the left contains a menu with 'Subjects' and 'Roles'. The main content area features a large 'Benefits' banner with a handshake image and a text box stating: 'Learn key information regarding your benefits and leave options; including critical messages about the upcoming Open Season.' Below this banner, there are several sections: 'I want to ...' with links for 'Login to PostalEASE', 'Visit OPM website', 'Access Employment Verification', and 'Access Beneficiary Forms'; 'Benefits & Wellness' with links for 'Webinars - Learn how to make the most of your benefits and improve your overall wellbeing', 'Wellness Partners - Helping to build a foundation of health within USPS', and 'Wellness Partners Toolkits - Materials on health, finance, social and career'; 'News to Know' with a link to 'Register for Benefits Webinars available through Long Term Care Partners' and a link to 'Find out how you can improve your personal wellbeing'. The center of the page has a '2023 Open Season' section with a medical icon and text: 'Find tools and resources to make the most of this Open Season.' To the right is a 'Benefits Overview' section with a photo of a man and text: 'Learn more about the benefits available to career and non-career employees.' Below these are four topic-based boxes: 'Accounts' (Flexible Spending Account, Health Savings Account (HSA), Thrift Savings Plan (TSP)), 'Insurance' (Health Benefits (FEHB), USPS Health Benefits Plan, Dental/Vision Program (FEDVIP), Group Life Insurance (FGLI), Long Term Care (FLTCIP), Affordable Care Act, PSHB - NEW), 'Salary/Leave' (Review Salary & Benefits Info, Leave Programs), and 'Money Management' (Retirement, Commuter Program, Direct Deposit, Financial Wellness). At the bottom, there is a footer with 'Last updated date: 08/25/23' and a navigation bar with 'HR Sitemap', 'Contact HR', 'Terms of Use', and 'Employee Apps' buttons. A 'Back to Top' link is also present.

In the center of the page, there is a link to Open Season resources. Each year in November and December, you have the option to enroll, change, and confirm your benefit selections for the upcoming calendar year. This link takes you to many valuable open season resources. There are also several other benefit-related links listed by topic in the center of the screen.

## Home Page: Human Resources: Learning Portal

Back on the LiteBlue Home page, under the Human Resources section, there is a link to the learning portal. The learning portal is available to you for self-development. It provides access to hundreds of self-development courses and the ability to create a profile. Your profile is a summary of your accomplishments and career goals.



To access courses from the learning portal home page, hover over the My Learning header. You have the option of searching for a specific course or browsing for courses by subject. Once you do, you will be presented with a list of courses matching your selections.

Courses available in the library are displayed. The portal offers hundreds of courses that you can take off the clock on any nonpostal computer on everything from coding to interpersonal skills.


Courses taken through the learning portal are added to your training record and can be used to support skills in your profile. We will discuss your profile in detail later in orientation.


**Training** clear

My Subjects


**Subject** clear

- Book Club
- Required Safety Training
- Safety Talks
- SkillSoft Library
  - Books and Videos
  - Business Continuity
  - Business Skills
    - Business Analysis
    - Communications Skills**
      - Listening
      - Written Communication
    - Finance and Accounting
    - Industry Overviews
    - Leadership
    - Management
    - Professional Effectiveness
    - Project Management
    - Sales
  - Compliance
  - Digital Transformation
  - Environmental, Safety & Health and Transportation
  - IT Skills
  - Leadership Development
  - Program powered by MIT SMR
  - Productivity & Collaboration Tools


All · Communications Skills  By Title ▾




**Abbreviating, Capitalizing, and Using Numbers**  
Online Class · Skillsoft  
Writing well is not just about constructing logical sentences. It also involves the correct use of abbreviations, capital letters, and numbers in your business writing. Knowing how to use them consistently is a strong asset to have as part of your communication skills. In this course, you'll learn... [read more](#)




**Acting with Diplomacy and Tact**  
Online Class · Skillsoft  
People who communicate with diplomacy and tact are able to inspire confidence. Communicating a difficult message can be very challenging, so preparation is key to a successful outcome. In this course, you'll learn about developing a diplomatic approach to difficult conversations. You'll learn how to... [read more](#)




**Adapting Your Conflict Style**  
Online Class · Skillsoft  
Everyone has their own unique personality style. They also have a preferred style for dealing with conflict. Do you avoid conflict? Or do you take charge in a conflict situation? Perhaps you have a more cooperative approach? When working with others who have different styles, and when facing... [read more](#)




**Asserting Yourself in the Workplace**  
Online Class · Skillsoft  
Asserting yourself at work means more than pursuing your personal agendas. Often, it serves to benefit your project teams and your organization at large. This Challenge scenario explores the fine line between assertiveness, aggression, and passive-aggression.



**Audience and Purpose in Business Writing**  
Online Class · Skillsoft  
To write effective and appropriate business messages, you need to know your audience and your purpose. In this course, you'll discover how to identify your readers and create messages that convey the appropriate tone for different reader roles. You'll also explore how to write effectively for the... [read more](#)



**Become a Great Listener**  
Online Class · Skillsoft  
Communication is a two-way process – while one person provides information, another must not only understand what is meant, but also show that they're being receptive to that information. This requires strong listening skills – a vital asset in any business environment. In this course, you'll work... [read more](#)



**Being a Responsible Corporate Digital Citizen**  
Online Class · Skillsoft



## Frequently Asked Questions (FAQs)

### HERO | Self-Development

#### GENERAL

##### What is Self-Development?

Self-Development is voluntary, off-the-clock training which an employee chooses to take in order to attain self-determined goals or personal objectives. Self-Development is not to be directly related to the employee's current job or definite future assignment and is separate from any mandatory or assigned training.

##### What are the benefits of Self-Development?

Self-Development provides all USPS® employees the opportunity to learn something new, grow personally, enhance current skillsets, or prepare for professional certifications for free.

##### Who can access self-development courses?

All employees can access this no-cost benefit through the Learning Portal in HERO.

##### What type of self-development courses can be accessed?

There are over 3,000 self-development courses in HERO that are organized in a variety of categories. These categories include leadership, project management, legal compliance, information technology skills, mobile devices and computer skills, finance and accounting, professional effectiveness, and human resources.

##### When and where can I complete self-development courses?

Most employees can access self-development courses anytime off-the-clock by logging into HERO through LiteBlue on their personal device or computer. Those who have the ability to view and/or impact another employee's training records (elevated access) can access self-development courses in HERO through Blue outside of their regular work hours and with advance approval. Management should support and provide the necessary postal equipment to the extent possible for those employees with elevated access who opt to complete self-development courses.

1

Last Updated: June 16, 2020

UNITED STATES  
POSTAL SERVICE®

HERO



## Home Page: Employee Apps

The Employee Apps section holds links to several applications that are helpful for employees.

### Employee Apps

- [HR Employee Self Service](#)
- [eCareer](#)
- [eJob bidding](#)
- [eLRA](#)
- [eOPF](#)
- [ePayroll](#)
- [eReassign](#)
- [eRetire](#)
- [IM Barcode Generator](#)
- [My Communications](#)
- [PostalEASE](#)
- [New: Self-Service PIN Reset](#)
- [New: Self-Service Profile](#)
- [Virtual timecard](#)

Access these from any page using the Apps tab above.

### *Home Page: Employee Apps: HR Employee Self Service*

This link takes you to HR Employee Self Services where you can update your communication preferences and other information.

### *Home Page: Employee Apps: eCareer, eJob Bidding, and eReassign*

The links for eCareer, eJob Bidding, and eReassign allow you to access portals for employment activities. eJob and eReassign provide access to information related to bidding on a position or managing the reassignment process. eCareer is a portal to seek other employment opportunities within the USPS.

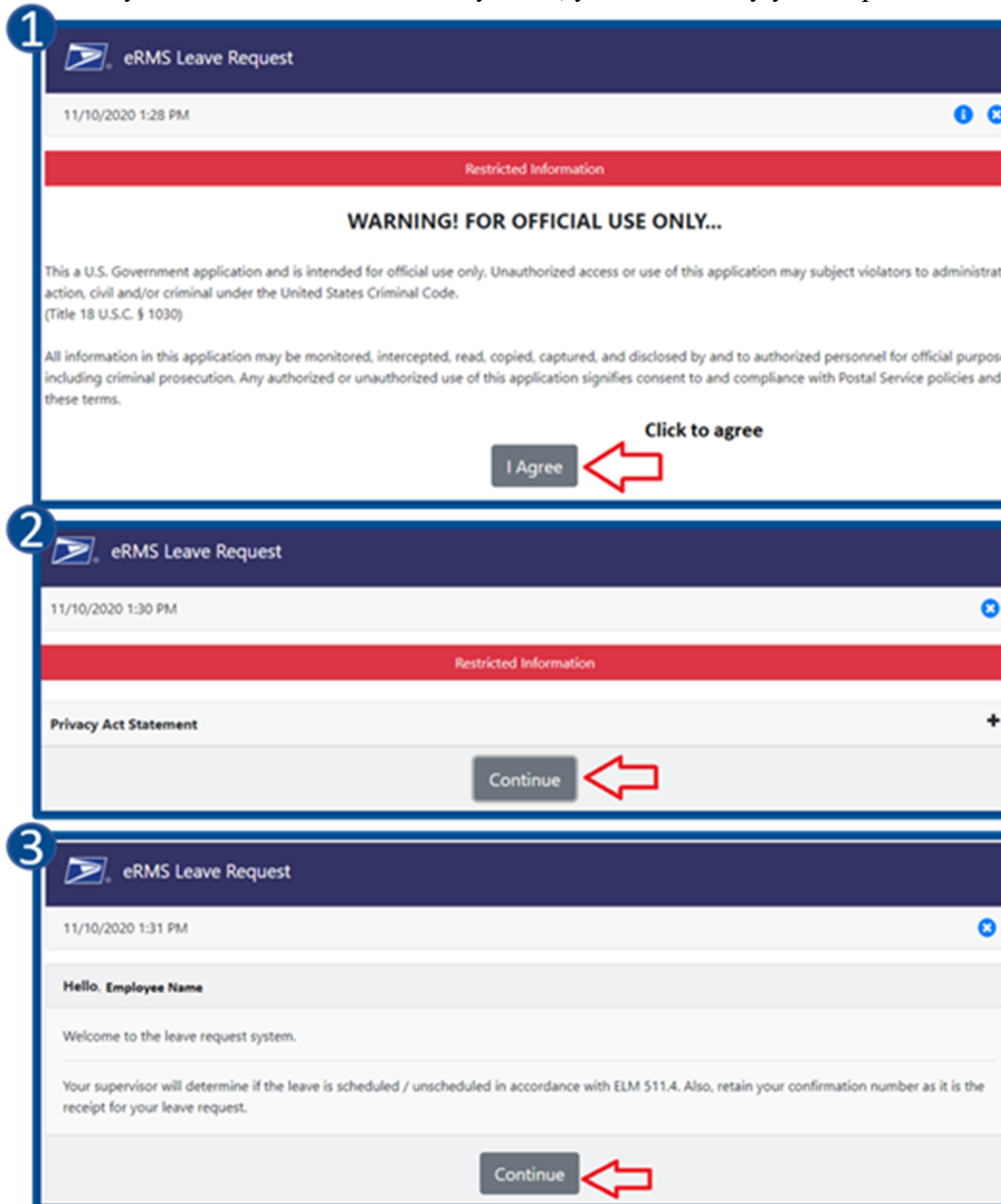
### *Home Page: Employee Apps: eLRA*

The Enterprise Leave Request Application (eLRA) allows you to request leave due to a non-job-related illness, injury, or emergency, and future leave over the internet.

You can utilize eLRA through LiteBlue from your home computer or compatible mobile device. Use your Employee Identification Number (EIN) and USPS Password to access LiteBlue and request leave. The application asks a series of questions to accurately record your leave. Your supervisor receives notification of the leave request. Be sure to record your confirmation number for your records.

Using eLRA is optional and does not prohibit you from manually completing and submitting a PS Form 3971, *Request for or Notification of Absence*, to request leave, if preferred.

Sign the system generated PS Form 3971 upon your return to your assigned work location. If you cannot use one of these systems, you must notify your supervisor.



4

eRMS Leave Request

11/10/2020 1:37 PM

Is your leave FMLA related?

Yes

No

5

eRMS Leave Request

11/10/2020 1:37 PM

Select your leave type from the options below:

Sick Leave

Annual Leave

Leave Without Pay

Other

6

eRMS Leave Request

11/10/2020 1:38 PM

What is the begin date of your leave?

What is the end date of your leave?  

November 2020						
Su	Mo	Tu	We	Th	Fr	Sa
1	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					

What time would you like your leave to begin?  
 :

How many total hours and/or minutes of leave are you requesting?

7

Verify the following information before submitting:

**Leave Request for:** Employee Name

**Leave Type:** 055-00 ANNUAL LEAVE - REGULAR

**From:** 11/27/2020 7:00 AM

**To:** 11/27/2020

**Total Hours:** 8




*Home Page: Employee Apps: electronic Official Personnel Folder (eOPF)*

The electronic Official Personnel Folder (eOPF) provides electronic access to information contained in your Official Personnel Folder (OPF), which is the official record of your federal career. The application is generally available within 90 days of your postal appointment and must be accessed through LiteBlue on a nonpostal computer.

The screenshot shows the LiteBlue Human Resources website interface. At the top, there is a navigation bar with 'Home', 'My HR', and 'Inside USPS' tabs. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a breadcrumb trail: 'You are here: Departments / Human Resources'. A 'Print' button is visible in the top right corner. On the left side, there is a sidebar menu with 'LiteBlue HR Home', 'Subjects', and 'Roles'. The main content area features a large heading 'eOPF' with a sub-heading 'Access Personnel Folder Now!'. Below this, there is a section titled 'What is eOPF?' which includes a definition and a list of capabilities: 'View and sort contents within your eOPF.', 'Produce an authenticated eOPF printout watermarked to establish a copy as an official document.', and 'Print your entire OPF, a selected date range or individual document.'. An image of a folder with 'eOPF' written on it is shown to the right. Below the list, there is a link to 'eOPF FAQs'. Another section titled 'Who Can Use eOPF?' states that USPS employees can access their personnel folder by logging into the eOPF app through the LiteBlue website using a non-postal computer equipped with Adobe 7.0 or higher. On the left side of the main content area, there are two dark blue boxes: 'System Alerts' and 'Need Help?'. The 'Need Help?' box contains contact information for technical assistance and HR support.

Home Page: Employee Apps: ePayroll

ePayroll allows you to view and print detailed earning statements for the current and prior pay periods, leave balances, payroll deductions, and gross and net pay for the pay period and year to date.


Statements Print Help ▾
Logout

### USPS Employee Earnings Statement

Employee Information

<b>Employee:</b>	JANE A DOE	<b>Employee ID:</b>	122531574	<b>Net Pay:</b>	<b>\$824.57</b>
<b>Finance Number:</b>	07-5621	<b>Pay Location:</b>	107		
<b>Pay Period:</b>	14-2021	<b>Pay Date:</b>	07/09/21		
<b>Inclusive Dates:</b>	06/19/21 - 07/02/21				

Paid Hours

Paid Hours

Pay Period	Week	RSC	Level	Step	Des Act	Salary Rate	Code	Description	Hours	Amount
14-21	1	0	06		110	1691	52	WORK HOURS	32.00	541.12
14-21	1	0	06		110	1691	55	ANNUAL LEAVE	8.00	128.801
14-21	2	0	06		110	1691	52	WORK HOURS	40.00	669.92
<b>Total Hours Gross Pay:</b>										1,339.84

Leave & Retirement Information

Additional Pay & Other Compensation

Additional Income

Description	Amount	
	Pay Period	YTD
<b>Total Additional Pay / Other Compensation:</b>	.00	.00
<b>Total Adjustments Gross:</b>	.00	.00
<b>Total Gross Pay:</b>	\$1,339.84	\$28,136.64

Deductions

### Home Page: Employee Apps: PostalEASE

Access PostalEASE using Multi-Factor Authentication to elect and update benefits, access tax documents, and set up direct deposit.

The Main Menu page is divided into two sections: Payroll and Benefits. From Payroll you can make changes to Federal W-4, W-2, State Tax information, and set up direct deposits. From Benefits, you can access benefits.

PostalEASE Employee Web Main Menu	
Note: Do not use the browser's Back or Forward button for navigating within PostalEASE. Use only the buttons included on the PostalEASE Web pages.	
Payroll	Benefits
Allotments / Payroll Net To Bank	Federal Employees Health Benefits
Federal W-4	Thrift Savings Plan
eTravel Net To Bank	Federal Employees' Group Life Insurance
W-2	Flexible Spending Accounts
1095-C	Annual Leave Exchange
State Income Tax	Annuity Estimate
State Other Tax	eOPF Fulfillment
	Personal Statement of Benefits
<a href="#">Log out</a>	
<i>Brought to you in partnership by Human Resources and Information Technology</i>	

### *Net To Bank*

Under Payroll is Net to Bank. This is one of the first applications many employees access in PostalEASE. You may choose to begin direct deposit or set an allotment here. An allotment indicates you want to have a specific amount of money taken out of your paycheck and sent to a bank account, such as a savings account.

Use Net To Bank to direct deposit your check into a bank account. If you elect direct deposit, or net to bank, you can have your paycheck routed automatically to your bank rather than receiving paper paychecks.

In order to register for direct deposit, you need your bank's routing number, your financial institution name, account number, and the account type. Your routing number is located on your bank checks and on your bank's website or mobile application.

Once your request is processed, your pay is deposited into the bank account you indicated. Pay stubs, or earning statements, are mailed to your home and viewable online through LiteBlue at ePayroll.

You can also access PostalEASE from the Employee Apps section on the LiteBlue Home page.

The screenshot shows a web interface titled "Allotments/Net To Bank Transaction Menu". Below the title is the instruction "Please select the type of transaction you wish to process". There are two main options, each with a button and a description:

- Allotments**: Add, change, or cancel your allotment transactions. A specified amount can be deposited into an account at a financial institution as an allotment. If your rate schedule code is B, C, K, M, N, P, Q, R, S, W2 or X you may have up to three allotments. If your rate schedule code is E and you are a career employee, you may also have up to three allotments; otherwise, you may have a maximum of two.
- Net To Bank**: Add, change, or cancel your Net To Bank Transactions. A Net To Bank transaction allows your net paycheck to be deposited directly into your bank account.

At the bottom of the menu are two buttons: "Back" and "Main Menu". Below the buttons is the text "USPS Restricted Information" in red.

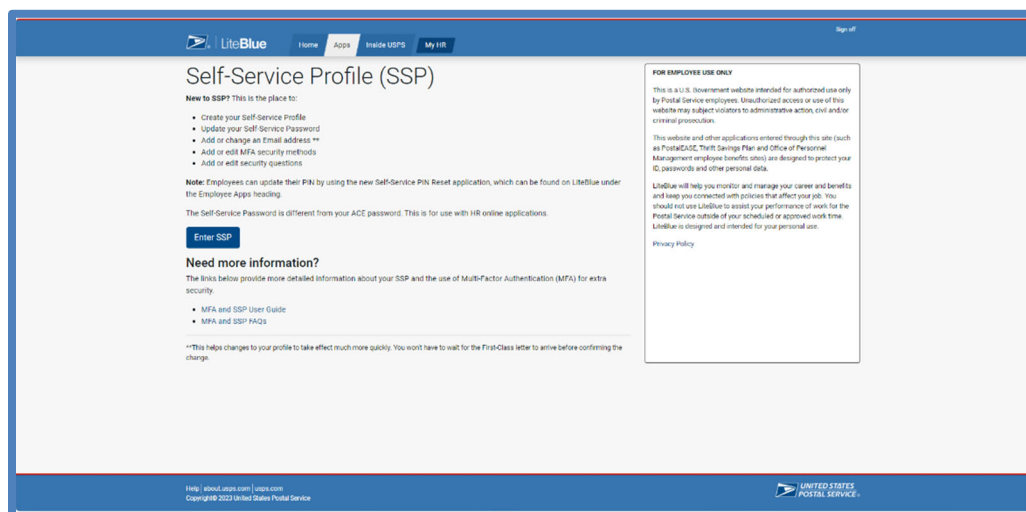
### *Additional Benefits*

Each benefit has its own contribution requirements and enrollment procedures.

If you are a career employee, when you convert to a career position, or after one year of continuous non-career employment, excluding any break in service of 5 days or less), you may also be eligible for additional career benefits. Please reference your Collective Bargaining Agreement for specific details on these benefits.

## Self-Service PIN Reset and Self-Service Profile

Self-service PIN and Self-Service profile allow you to reset your self-service Personal Identification Number (PIN) and to review and update your profile information. You can create a profile, update your password, add or change your email address, add or edit Multi-Factor Authentication security methods, and edit your security question.



## USPS Publications

Under this section, you can access publications, including issues of *the Eagle* and *Area and Regional Update* newsletters.



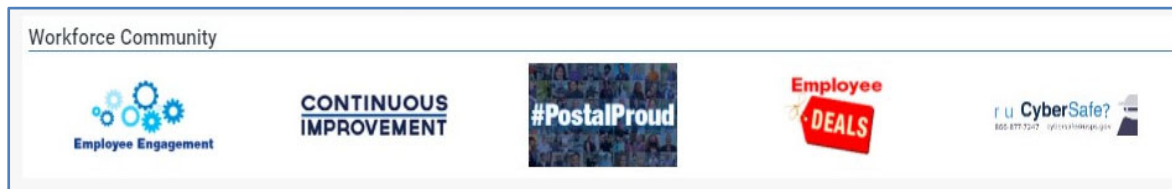
## Home Page: Featured Topics

Under Featured Topics are several links to helpful resources. Informed Delivery<sup>®</sup> shows you a snapshot of the mail you will receive today on your mobile device. Mail Call quarterly is a publication you can use to keep you up to date on veteran-related subjects. Submit a Lead allows you to contribute leads that you would like to submit for additional business for the organization.

### Featured Topics

- [Applying for a Supervisor Position](#)
- [Combined Federal Campaign](#)
- [Emergency Federal Employee Leave](#)
- [IdeaSMART](#)
- [Informed Delivery](#)
- [LEADing Together](#)
- [Veterans affairs and publications](#)

## Home Page: Workforce Community

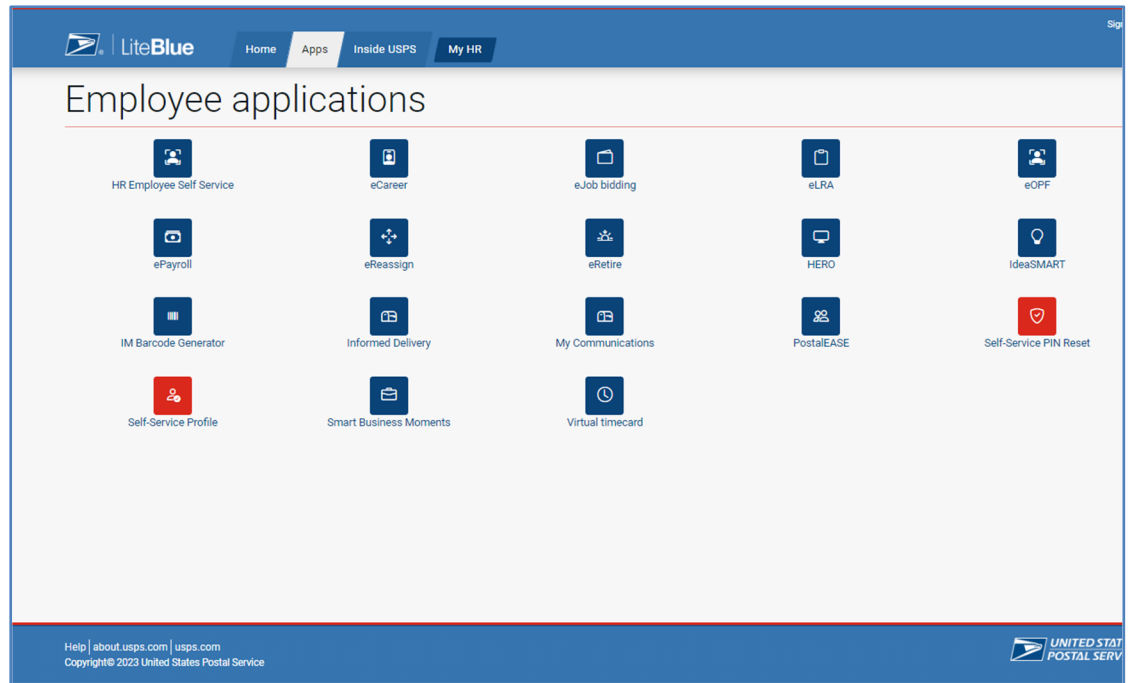


As mentioned in the Ten-Year Delivering for America plan, employee engagement is a key focus of our organization. Under Workforce Community you can find a link to employee engagement topics and resources as well as information on continuous improvement.

The #PostalProud section features stories that show how our employees represent the brand. These stories emphasize how our postal heroes are involved in their communities. There is also cybersafe information on how to maintain the security of our IT systems, and links to employee deals.

## Employee Apps Tab

When you select the Employee Apps tab at the top of LiteBlue, you can see links that send you to key postal systems and applications quickly. Notice that eLRA, PostalEASE, the learning portal, your self-service profile, self-service PIN reset, and ePayroll are accessible here.



## Inside USPS Tab

The Inside USPS tab takes you to resources for USPS districts, organizational charts, About USPS® resources, and usps.com®, our customer-facing portal.

The screenshot shows the USPS LiteBlue website interface. At the top, there is a navigation bar with the USPS logo and 'LiteBlue' text. The navigation menu includes 'Home', 'Apps', 'Inside USPS' (which is highlighted), and 'My HR'. A 'Sign off' link is located in the top right corner. The main content area is divided into four sections:

- District Sites:** A list of 18 locations including Atlanta, Central Plains, Chicago, Detroit, Greater Boston, Greater Indiana, Hawkeye, Houston, Kentuckiana, Lakeland, New York, Northern Ohio, Northern Virginia, Northland, Richmond, Sacramento, San Francisco, Santa Ana, Sierra Coastal, Triboro, and Western NY.
- USPS Leadership:** A section titled 'Organization Chart' with links to 'Board of Governors', 'Executive Leadership Team', 'Leadership organization', 'Organization Chart with Photos - pdf', and 'Organization Chart without Photos - pdf'.
- About USPS:** A section with links to 'Homepage', 'News and Information', 'Holidays and Events', and 'Service Alerts'.
- USPS.com:** A section with links to 'Homepage', 'Buy Stamps & Shop', 'Print labels with postage', and 'Informed Delivery'.

At the bottom left, there is a section for 'iPass' with a link to 'Identification for Postal Access and Security Standardization'.

## My HR Tab

The My HR tab links you to the My HR Home Page we discussed earlier. You can access it from the Human Resources links on the Home page or here at the top of the page, as well.

## LiteBlue Summary

We have only covered some of the key systems and information that you can access from LiteBlue. Take time to explore LiteBlue to become familiar with the many resources available to help you throughout your postal career. As you become familiar with the site, you will be able to access a wealth of resources in just a few clicks.

## Summary

Your pay, leave, and other related benefits are all impacted by your attendance. Earnings statements reflect work and leave hours and miscellaneous deductions during a pay cycle. A signed PS Form 3971, *Request for or Notification of Absence* is critical for approving scheduled and unscheduled leave requests.



In this module we discussed using annual leave, Leave Without Pay, Family and Medical Leave, and Wounded Warrior Leave. LiteBlue, and PostalEASE applications were also discussed. Next, we talk about your safety at work.

## **Accessing LiteBlue Stand-Up Talk**

Basic awareness of online security and phishing are critical to developing a strong information security culture and protecting the Postal Service.

Phishing is a form of social engineering using e-mails, websites, or phone calls to obtain your sensitive information, such as usernames, passwords, and credit card details. Hackers use ploys such as phone calls, fake websites, e-mails, or notifications containing suspicious hyperlinks or attachments addressed to your e-mail.

Have you received unsolicited mobile text messages with an unfamiliar or strange web link that indicates a USPS delivery requires a response from you? If you never signed up for a USPS tracking request for a specific package, then don't click the link! This type of text message is a scam called smishing.

Smishing is a form of phishing that involves a text message or phone number. Victims will typically receive a deceptive text message that is intended to lure the recipient into providing their personal or financial information. These scammers often attempt to disguise themselves as a government agency, bank, or other company to lend legitimacy to their claims. USPS utilizes the 5-digit short codes to send and receive SMS to and from mobile phones.

The criminals want to receive personally identifiable information (PII) about the victim such as: account usernames and passwords, Social Security number, date of birth, credit and debit card numbers, personal identification numbers (PINs), or other sensitive information. This information is used to carry out other crimes, such as financial fraud.

Just as you should be wary of phishing e-mails, you should also be aware that you could receive a phone call asking you for the same information. This type of social engineering attack is called Vishing. One of the reasons these deceptions can be so convincing is that criminals can use personal information they've obtained from other sources to make a vishing attempt sound like an honest exchange.

Upon receiving an e-mail, you should always:

- STOP and THINK!
- Assess the sender.
- Review the greeting.
- Check for errors.

If the message seems odd or out of place (wording, tone of voice, or signature in the message is wrong or unusual), it may be an attack. Never trust e-mails that send you to URLs that only show an IP address.

### **Warning Signs for Fake Websites**

Typical warning signs include:

- Similar web address or URL.
- Identical logos, same branding, and similar or identical content.
- Typos and misspelled words.
- Low-resolution images or fake imagery.

### **Hints and Tips**

- Always keep your password safe and secure. Never share your password with others.
- Never share or provide your Multi-Factor Authentication (MFA) One Time Password (OTP) via text, phone call, e-mail etc.
- Always be vigilant! “https” and a padlock are good indicators the site is genuine but are not guarantees.
- Check the domain name! If it is not clearly identified or registered as a “.com” or “.net” domain, chances are it could be fake.
- If it is not [liteblue.usps.gov](https://liteblue.usps.gov), [ssp.usps.gov](https://ssp.usps.gov), or [ewss.usps.gov](https://ewss.usps.gov), it could be fake. Don’t click it!
- Look through the website to see if there are name changes. If there are, it’s likely a fake site.
- Hover over any link on the page to ensure the domain name matches the site domain.
- If you suspect that you are being targeted by a vishing scammer, do not return missed calls from unknown numbers, or interact with suspicious calls.

Immediately report all suspicious activity directly to the Cybersecurity Operations Center by e-mailing [cybersafe@usps.gov](mailto:cybersafe@usps.gov) or call 1-866-877-7247. Use the “Report to CyberSafe Button” in Outlook, if you have a USPS e-mail account, to report phishing attempts.

Remember, it is our shared responsibility to secure the United States Postal Service® information, resources, and systems.

## Multi-Factor Authentication/LiteBlue

Welcome to the United States Postal Service!

As an employee of the Postal Service, you will have access to your Self-Service Profile and Human Resource portals. While you will learn more about your new employee tools in your Welcome to USPS orientation class, it will be important to prepare by setting up your Self-Service Profile password.

You will receive an email with your Employee Identification Number (EIN) and the Self-Service Profile activation link.

**Step 1:** Using your preferred personal device (as defined below) select the following link and click Sign In on the main page. After selecting the link, you will have 20 minutes to set up your permanent password and Multi-Factor Authentication.

**Important Note:** Your preferred personal device is the PC, tablet, or phone that you will use to access your Self-Service Profile and Human Resource portals. It is important that your first log in attempt be made via your preferred personal device (not a USPS device).

**Step 2:** Follow the instructions to set up your permanent password and Multi-Factor Authentication.

**Step 3:** Once you have completed the security factors setup, you will have the ability to access employee Self-Service Web applications from the LiteBlue page <https://liteblue.usps.gov>.

Please keep the email and your permanent password in a safe place.

As a reminder, please be on the lookout for additional emails from the USPS.

## Frequently Asked Questions (FAQ) for New USPS Employees Multifactor Authentication (MFA) for LiteBlue



To protect employees and the organization from cybercriminals, the Postal Service requires multifactor authentication (MFA) for access to LiteBlue.

Multifactor authentication is an *identity verification method* in which users provide two or more confirmation factors to gain access to an online account. It is frequently used by banks and other institutions dealing with sensitive personal information.

When new employees log into LiteBlue, they will be required to set up their MFA preferences. Once an employee's MFA setup is enabled, these ID confirmation factors will be required each time he or she logs in.

**Important Note:** When setting up MFA for LiteBlue, use your preferred personal device. Your preferred personal device is the PC, tablet, or phone and that you will use to access your Self-Service Profile and Human Resource portals. It is important that your first log in attempt be made via your preferred personal device (not a USPS device). On your subsequent log in, you can use a USPS device if you have access to one.

### General Questions

#### Question: Why is Multifactor Authentication (MFA) being required for LiteBlue?

Answer: MFA is a tool to assist the Postal Service in preventing cyberattacks and protecting you and your personal information. It provides an additional level of security to help protect your ID, passwords, and other personal data from unauthorized access and misuse.

#### Question: Why can't I sign in to LiteBlue?

Answer: As a new employee, you will be unable to access LiteBlue until you establish your MFA preferences. Please follow the step-by-step instructions in the "Action Required: USPS Onboarding Instructions" email. If you did not receive or cannot locate the email, please call the HRSSC.

#### Question: How do I set up my MFA preferences for LiteBlue?

Answer: Follow the step-by-step instructions in the "Action Required: USPS Onboarding Instructions" email or the User Guide posted on the MFA Blue (<https://blue.usps.gov/itweb/ciso/identity-access-management/mfa.htm>) and LiteBlue (<https://liteblue.usps.gov/cyber/multifactor-authentication.htm>) pages to establish your MFA preferences.

#### Question: I am trying to reset my SSP password but do not know the answers to my security question. What can I do?

Answer: Follow the step-by-step instructions in the User Guide posted on the MFA Blue (<https://blue.usps.gov/itweb/ciso/identity-access-management/mfa.htm>) and LiteBlue (<https://liteblue.usps.gov/cyber/multifactor-authentication.htm>) pages to establish your MFA preferences.

#### Question: How can I change my MFA settings (to include my phone number on file)?

Answer: To change your previously established MFA settings, select the "Self-Service Profile" link on the LiteBlue sign in page or under HR Apps in LiteBlue. For detailed instructions please utilize the User Guide and refer to the "How to access your Self-Service Profile".



Last Updated: September 26, 2023



## **Module 3: A Safe and Inclusive Workplace**

### **Objectives:**

Upon completion of this module, you will be able to:

- Explain the importance and basics of working safely.
- Outline the role of the union in safety.
- Adhere to procedures for displaying postal badges on postal property.
- Identify general safety rules, practices, and procedures.
- Identify the Zero Tolerance policies and their purpose.
- Identify the advantages to an inclusive, equitable, and diverse workplace.
- Be aware of Equal Employment Opportunity (EEO) programs and remedies.
- Identify your rights and the remedies under antidiscrimination and whistleblower protection laws.
- Recognize workplace harassment and employee rights.

### **Time Allocated for Module:**

- 30 min

### **Instructional Methods:**

- Question and Answer Discussion
- Video

### **Participant Material Used:**

- Participant Guide

### **Media Required:**

- ACE Computer/LCD Projector



## **Introduction**

### **Our Commitment to You**

As a trusted federal organization, the Postal Service is committed to protecting you and your coworkers by addressing your workplace safety and values maintaining a fair and productive work environment.

There are many regulations in place that we follow as a federal organization that uphold our reputation as a conscientious employer.

Because our people are our most valued resource, we are invested in a safe and healthful workplace. This reinforces our integrity with our employees, customers, business partners, Congress, and ultimately, the American public.

### **Collective Bargaining Agreements/Union Partnerships**

Joint Labor-Management Safety Committees at the national and local levels meet to evaluate and make recommendations on all aspects of the USPS® Safety Program, to include adequate safety programs implemented at the local level and to conduct ongoing studies to improve workplace safety.

Management works to provide working conditions that are free of known dangers, and our union partners play an important role with workplace safety. All Collective Bargaining Agreements state that the Union and management work together to create a safe work environment for all employees.

## **Workplace Safety**

Next, we want to discuss your physical security, workplace safety, and the steps we take to keep you safe in our busy work environment. We take your safety seriously. Protecting our employees, the mail, our customers, and Postal Service™ property are just a few areas covered by safety policies to protect individuals from harm.

Physical security includes safety measures in your facility, safety-related programs, and practices that ensure we comply with Occupational Safety and Health Act (OSHA) rules.

The USPS Safety Program focuses on preventing accidents, eliminating hazards, and ensuring that we have safe work practices as our business changes and grows. We work to improve workplace safety with assistance from our union partners.



We provide physical security measures, ongoing safety education, and action plans for safety events. Physical measures include using a badge system to ensure employees are authorized to be in a specific facility, procedures for handling hazardous or suspicious mail, and policies for any unauthorized visitors.

### Identification (ID) Badges

All employees must wear and visibly display their ID badge to gain access to Postal Service™ facilities and it must be worn at all times while on Postal Service property.

Access to all workroom and restricted areas is limited to authorized on-duty Postal Service employees and authorized contractors. All other individuals are restricted unless they have legitimate business on the floor and are properly escorted.

If you encounter someone without an ID badge, follow your local physical security protocol, which may include notifying your supervisor.

### Safety Training

We are committed to providing you with the knowledge, skills and abilities needed to foster a safe work environment. Ongoing safety topics are chosen to reduce accidents and equip you with the tools needed to work safely throughout your postal employment. Every facility has a safety committee as a resource. In addition, we conduct Counseling At-Risk Employees, or CARE, conversations.

Counseling At Risk Employees (CARE) conversations engage you, as a new employee, in accident prevention. The goal of a CARE conversation is to eliminate future accidents and keep you safe by using accident statistics, root cause analysis, and Participant Action Plans, in combination with interactive dialogue, retraining, coaching, and recognition of potential safety hazards to reduce accidents and employee injuries.

The CARE program is never used for disciplinary action and is solely used to improve employee safety. It also provides a formalized process to add safety discussions to existing performance discussions, observation discussions, and accident investigations.

A manager or supervisor at your new location will familiarize you with any site-specific safety and health information necessary for you to do your job. Ask questions if you are unclear on how to perform your job safely. In the event you have an accident as a new employee, we will attempt to identify what led to it and equip you to be safe in that situation moving forward.

## Emergency Action Plan

Our commitment to your safety includes planning for emergencies. Emergency Action Plans at each facility inform you on how to respond to workplace emergencies. These plans consider natural disasters, extreme weather conditions, fires, and more specific risks in your geographic area.

For medical, fire, or police emergencies in a facility, dial 911 and notify your supervisor. To receive information about facility closures, late openings, or early closures due to facility problems, weather emergencies, etc. in your district, dial 1-888-EMERGNC (1-888-363-7462) to receive the latest information for your area. This number is noted in your Participant Guide and on the back of your ID badge.

When you arrive at your facility, your supervisor will provide you with location-specific plans in case of emergency. Learn where the exits are, the sound of the fire alarm, your assembly point location, and points of contact.

## **Diversity, Equity, and Inclusion**

### Diversity

The U.S. Postal Service has a proud tradition of serving the changing needs of the American people. Diversity is at the forefront of and integrated into our business strategies. Our top-down commitment to a strong diversity program will assist us in meeting one of our most important objectives - how to meet the demographic and economic growth of our diverse customer base and the sophisticated demands of tomorrow's workforce. The Postal Service identifies and implements initiatives designed to sustain a work environment that is fair and ethical and where opportunities for advancement are open to all.

Many people have heard the term diversity, but most do not understand how diversity and inclusion work hand in hand. The term diversity refers to the richness of people's viewpoints, experiences, cultures, and backgrounds. We value diversity and inclusion as a source of new ideas, perspectives, and energy. Diversity describes the unique identity-shaping characteristics that make up the USPS® workforce. We are the nation that we represent.

Diversity presents us with opportunities that go beyond traditional protected categories like sex, race, national origin, age, and disability to include:

- Educational background.
- Socioeconomic background.
- Professional history – your Postal Service history, your external job history, whether you have field experience, or not.

Our diversity efforts seek to build an organization of people from different backgrounds to drive business performance at the U.S. Postal Service.

## Equity

Equity is fairness and justice. Equity is not the same as equality. Equality means providing the same to all, and equity is recognizing that we do not all start from the same place. This is an ongoing process that requires us to identify and overcome intentional and unintentional barriers arising from biases and environmental factors, and lack of resources. We all play a part in ensuring that our workplace is fair and just for all.

## Inclusion

Inclusion is our ability to leverage the effectiveness of our organizational diversity in ways that make our employees feel valued and included. Inclusion flourishes in an environment that enables employees to contribute their unique and individual or group characteristics. Inclusion helps all employees feel like part of the organization's diversity efforts, and it brings everyone together rather than segmenting diverse groups from the workforce as a whole.

## Diversity as a Business Imperative

Diversity has been a long-standing value of the Postal Service; over the years, we have grown alongside this country and within our communities. The strength of our organization lies in our diverse workforce; growing this diverse and inclusive workforce is critical to achieving our goal of establishing USPS as the preferred delivery service for the American public.

Diversity is a business imperative. We reach the largest and most diverse population of people nearly every day. Therefore, we want to leverage our talents to create diverse product and service portfolios that satisfy our diverse customer base and yield revenue for the USPS.

As the population in the United States becomes more diverse, a growing number of consumers recognize and reward organizations that mirror real-world demographics, share their inclusive values, and advocate social causes that encourage diversity, equality, and equity.

A diverse workforce drives economic growth and can capture a greater share of the consumer market. Recruiting from a diverse pool of candidates also increases the quality of our applicants, and diversity in our workforce leads to diversity of thought—meaning greater creativity and innovation. These benefits of diversity directly serve our organizational goals of improving, modernizing, and revitalizing our processes and services in furtherance of our mission.

Diversity in the workplace is necessary to create a competitive economy. The Postal Service strives for a safe, productive, and inclusive workplace. We want every employee to know that we value diversity and pursue inclusion every day.

One of our key objectives is reinforcing a culture that respects diversity, fosters employee collaboration and engagement, and forges unity around organizational goals. When our employees feel involved in, committed to and enthusiastic about their roles, and when they understand how those roles support service-wide objectives, we all benefit from the business outcomes that follow.

Our business success and future depend on fostering the most inclusive workplace. You are responsible for helping us create an inclusive work environment that respects the uniqueness of every individual and encourages the contributions of people from different backgrounds, experiences, and perspectives.

Here are some things for you to consider in how you can promote diversity and inclusion in all your interactions with other employees.

*Practice positive, constructive work habits in the workplace.* Respect other people's personal space and workspace, show common courtesy, and practice two-way communication. Listen, listen, and listen more.

*Recognize and respect others and their individuality.* While we may have philosophical and physical differences, we are all working towards the same goals in the workplace. We do not have to agree with other people's beliefs and values, but we do need to respect everyone's individualism. In fact, our leaders value such individualism because that diversity drives positive business change and innovation.

*One of the best ways to put this philosophy into practice is to think before you speak and be sensitive to others.* When you are with your coworkers, you don't know everyone's background and perspectives; therefore, be thoughtful in your choice of words. Even though we need to think before we speak and be sensitive to others, there is nothing wrong with having healthy discussions about our differences. In fact, we encourage this dialogue because it helps our employees broaden their thinking and develop new ways to approach problem solving. One thing to avoid is using stereotypes and generalizations when you talk to others. What you perceive as unusual behavior could be differences in how people communicate, view the use of time, deal with conflict, or view the roles of individuals versus groups.

USPS values diversity and inclusion and has implemented strategies to leverage the diversity of our workforce. You can make a difference by promoting diversity and inclusion and respecting everyone's differences.

## **Workplace Violence Prevention and Zero Tolerance Policy**

In an organization of over 600,000 employees, it is critical to clarify our expectations for employee behavior. We take allegations of harassment, intimidation, assault, or threats seriously. The Postal Service has a Zero Tolerance Policy when it comes to violent and inappropriate behavior.

### What Is the Purpose of a Zero Tolerance Policy?

The Zero Tolerance Policy reaffirms the Postal Service's position on violence and inappropriate behavior in the workplace and includes reporting procedures. Management takes allegations of harassment, intimidation, assaults, or threats seriously, promptly investigates, and takes appropriate action as needed. Management consistently communicates and enforces postal policy regarding violent and inappropriate behaviors.

Zero Tolerance means we do not tolerate violence, intimidation, assault, or threatening behavior between or among coworkers or employees and customers. The concept of zero tolerance is based on the belief that no employee should have to work in an atmosphere of fear and intimidation. Every threat and every act of inappropriate behavior must be addressed.

Zero Tolerance covers any act of physical violence; actual, implied, or veiled threats, whether made seriously or in jest; and conduct (verbal, physical, or both) that is harassing or otherwise may lead to a hostile workplace. We will consistently communicate and enforce postal policy regarding violent and inappropriate behaviors.

For emergency situations, please contact the U.S. Postal Inspection Service at 1-877-876-2455. They are available 24 hours a day, seven days a week. A violence-free workplace is everyone's responsibility.

### What Is a Threat?

A threat is defined in the postal Threat Assessment Team Guide (Publication 108) as “a statement or act that carries the intention to inflict harm or injury on any person, or on his or her property. Threat also includes words or actions intended to intimidate another person or interfere with the performance of his or her official duties.”

### Reporting a Threat of Violence

If you or others are in immediate physical danger, call 911 to contact local law enforcement. Take every incident or threat of violence seriously.

1. Report it immediately to the Postal Inspection Service at 877-876-2455 (monitored 24 hours a day, 7 days a week).
2. If you have been threatened; believe you are in a potentially unsafe situation that involves a co-worker, customer, and/or contractor; or believe a domestic violence situation could pose a threat in the workplace, please also notify your local management and your Threat Assessment Team (TAT). The TAT is led by the manager of labor relations (Inspection Service is also a member of the TAT).

### Threat Assessment Team

A major component of our workplace violence prevention program is the TAT. TATs support USPS's commitment to safety by addressing violent incidents and concerning behavior and finding ways to reduce the threat. A TAT is a multidisciplinary team to identify and assess threatening situations and develop a risk abatement plan that manages the potential risk of violence. These teams are located at district and area offices and at USPS headquarters in Washington, DC.

Report any other inappropriate workplace behaviors — such as uncontrolled anger, words or actions intended to intimidate or bully another person, or harassment — to your management officials.

- They will notify their threat assessment team as needed.
- Management will determine if an administrative investigation should be conducted.
- Reporting behaviors of concern can help us to address and resolve issues at the lowest levels before they escalate.

## ***Equal Employment Opportunity and No FEAR Act***

The Postal Service is committed to equal employment opportunity (EEO) and preventing discrimination in employment. Equal Employment Opportunity means that opportunities will be afforded to employees without regard to:

- Race.
- Color.
- Religion.
- Genetic information.
- National origin.
- Sex (including pregnancy, sexual orientation, and gender identity, including transgender status).
- Age (40+).
- Physical or mental disability.
- Past, present, or future military service.
- Retaliation for involvement in protected EEO activity.

It is also Postal Service™ policy to prohibit discrimination or harassment based on:

- Political affiliation.
- Marital status.
- Status as a parent.

Postal Service employees covered by a collective bargaining agreement may file grievances regarding wages, hours, and working conditions in accordance with the provisions of the applicable agreement. Nonbargaining, nonprobationary employees may use the appeal procedures under the provisions in Part 652 of the ELM.

If you believe that you have been the victim of discrimination, you must follow the EEO precomplaint process before filing a formal EEO complaint:

Using the online Postal Service EEO efile application at: <https://efile.usps.com> or by mail by providing your name, Social Security or employee identification number, address, and telephone number to:

NEEOISO (National Equal Employment Opportunity Investigative  
Services Office) – EEO CONTACT CENTER  
P.O. Box 21979  
Tampa, FL 33622-1979

Within 45 calendar days of the alleged discriminatory action, or in the case of a personnel action, within 45 days of the effective day of the action.

More than 45 days after an alleged discriminatory action if (a) you did not know about the action when it occurred, and (b) you file within 45 days of the time you knew or reasonably should have known it occurred.

## **No FEAR Act**

\*Refer to the Appendix for the No Fear Act notice.

On May 15, 2002, Congress enacted the “Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002,” and as amended by the Elijah E. Cummings Federal Employee Antidiscrimination Act of 2020, which is now known as the No FEAR Act. One purpose of the Act is to “require that Federal agencies be accountable for violations of antidiscrimination and whistleblower protection laws.” Public Law 107-174, Summary. In support of this purpose, Congress found that “agencies cannot be run effectively if those agencies practice or tolerate discrimination.” Public Law 107-174, Title I, General Provisions, section 101(1).

The Act also requires the United States Postal Service (Postal Service) to provide the No Fear Act notice to Postal Service employees, former Postal Service employees and applicants for Postal Service employment to inform you of the rights and protections available to you under the Federal antidiscrimination laws and whistleblower protection regulations.

### Antidiscrimination Laws

A Federal agency cannot discriminate against an employee or applicant with respect to the terms, conditions or privileges of employment on the basis of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity, including transgender status), age (40 or over), physical or mental disability, or genetic information, disability, or retaliation for engaging in EEO-protected activity as provided by law; or other non-meritorious factors, such as political affiliation, marital status, status as a parent, and past, present, or future military service. Discrimination against Postal Service employees and applicants on these bases is prohibited by one or more of the following statutes and regulations: 29 U.S.C. 206(d), 631, 633a, 791, 42 U.S.C. 2000e-16, Employee as well as the Labor Relations Manual (ELM) 665.23, 666.12.

If you believe that you have been the victim of unlawful discrimination on the basis of color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must contact the Postal Service Equal Employment Opportunity (EEO) office within 45 calendar days of the alleged discriminatory action, or, in the case of a personnel action, within 45 calendar days of the effective date of the action, before you can file a formal complaint of discrimination with the Postal Service. See, e.g., 29 CFR 1614.

If you believe that you have been the victim of unlawful discrimination on the basis of age, you must either contact the EEO office as noted above, within the time period noted above, or give notice of intent to sue to the Equal Employment Opportunity Commission (EEOC) within 180 calendar days of the alleged discriminatory action.

If you are alleging discrimination based on marital status or political affiliation, you may pursue a discrimination complaint by filing a grievance through the Postal Service's administrative or negotiated grievance procedures, if such procedures apply and are available. If those procedures do not apply or are not available, you may file a written complaint including as much specific information on the alleged violation as possible with the:

Vice President Labor Relations U. S. Postal Service  
475 L'Enfant Plaza, SW  
Washington, DC 20260-4100



If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination. You can request EEO Counseling using the Postal Service EEO efile application at: <https://efile.usps.com>.

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form. Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NNEOISO — EEO Contact Center PO Box 21979  
Tampa FL 33622-1979

You must bring your complaint to the attention of the EEO office, as instructed above, by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you know or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

### Whistleblower Protection

A Postal Service employee with authority to take, direct others to take, recommend or approve any personnel action must not use that authority to take or fail to take, or threaten to take or fail to take, a personnel action against an employee or applicant because of disclosure of information by that individual that is reasonably believed to evidence violations of law, rule or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety, unless disclosure of such information is specifically prohibited by law or such information is specifically required by Executive order to be kept secret in the interest of national defense or the conduct of foreign affairs.

Whistleblower protection laws protect employees who disclose certain information without willful disregard for the truth or falsity of the information or knowledge that it is false.

Whistleblower disclosures are disclosures of information that an employee believes evidence:

- A violation of any law, rule, or regulation.

- A gross waste of funds, gross mismanagement, an abuse of authority or a substantial and specific danger to public health and safety.

Whistleblower protections only apply to disclosures of information that are not specifically prohibited by law, except that employees can always disclose information to the Inspector General of the Postal Service.

We want you to know that you are protected from retaliation when you:

- File a complaint about, report, or oppose prohibited harassment, discrimination, or retaliation.
- Make a whistleblower protected disclosure.
- Participate in any process or proceeding designed to investigate or remedy harassment, discrimination, retaliation, or whistleblower disclosures.

Retaliation against an employee or applicant for making a whistleblower protected disclosure is prohibited by ELM 666.18. If you believe that you have been the victim of whistleblower retaliation, the preferred method for filing a complaint with our office is to use the OIG online complaint form at:

Whistleblower Complaint Form | USPS Office of Inspector General ([usps.oig.gov](https://usps.oig.gov))

You can also send your complaint by mail to:

ATTN: HOTLINE  
USPS OIG  
1735 North Lynn Street  
Arlington, VA 22209-2020

You may also contact the Office of Inspector General Hotline through facsimile at 866-756-6741.

### Retaliation for Engaging in Protected Activity

The Postal Service cannot retaliate against an employee or applicant because the individual exercises rights under any of the Federal antidiscrimination laws or whistleblower protection regulations listed above. If you believe that you are the victim of retaliation for engaging in protected activity, you must follow, as appropriate, the procedures described in the Antidiscrimination Laws and Whistleblower Protection sections above or, if applicable, the administrative or negotiated grievance procedures in order to pursue any legal remedy.

### *Disciplinary Actions*

Under the existing laws, the Postal Service retains the right, where appropriate, to discipline a Postal Service employee for conduct that is inconsistent with Federal Antidiscrimination Laws and Whistleblower Protection regulations up to and including removal. Nothing in the No FEAR Act alters existing laws or permits the Postal Service to take unfounded disciplinary action against a Postal Service employee or to violate the procedural rights of a Postal Service employee who has been accused of discrimination.

### *Additional Information*

For further information regarding the No FEAR Act refer to Public Law 107-174, the No Fear Act notice, and the Postal Service No FEAR Act Web page <http://www.usps.com/nofearact>.

### *Existing Rights Unchanged*

Pursuant to section 205 of the No FEAR Act, neither the Act nor the No Fear Act notice creates, expands or reduces any rights otherwise available to any employee, former employee or applicant under the laws of the United States. Retaliation against an employee or applicant for making a whistleblower protected disclosure is prohibited by ELM 666.18.

## **Identifying and Preventing Workplace Harassment**

Harassment occurs when unwelcome verbal or physical conduct demeans or shows hostility or aversion toward an individual or group of individuals because of their membership in a protected group or in retaliation for EEO activity. To be considered harassment under the law, the behavior must also (1) result in an intimidating, hostile, offensive work environment; (2) unreasonably interfere with an individual's work performance; or (3) otherwise adversely affect an individual's employment opportunities.

Sometimes actions intended as innocent and fun may be perceived as harassing behavior. The important distinction is that harassment is unwelcome. The victim may be the person harassed or others who hear or witness the offensive conduct and are affected by it.

Examples include:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in negative stereotyping.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Circulating written or graphic material that belittles or shows hostility or aversion toward an individual or group.

Sexual harassment includes:

- An invitation to have sex in exchange for favors or unwelcome intimate touching, patting, or grabbing.
- Making repeated comments about a person's appearance.
- Brushing up against someone.
- Displaying sexually explicit pictures or emails.
- Making frequent sexual comments or jokes.

We will not allow retaliation if you come forward to report this behavior.

### What Employees Can Do to Prevent Harassment

You can help stop harassment in the workplace by the following actions:

Do not condone harassment or inappropriate behavior by participating in the activity or remaining silent.

Do not ignore teasing, jokes, remarks, or questions directed at you or at others that may be hurtful, inappropriate, or illegal.

Ask the person or persons doing the harassing or behaving inappropriately to stop, even if the behavior is not directed at you, if you feel comfortable doing so.

Report harassing behavior to your immediate supervisor or manager, another supervisor or manager, or the manager of Human Resources.

Once reported, it is management's responsibility to act to stop any inappropriate behavior, investigate, and ensure that harassing or inappropriate conduct does not occur. Keep a written record of everyone you speak to about the incident(s), witnesses, and dates you spoke to them.

Bargaining unit employees may also seek relief through grievance-arbitration procedures. Some nonbargaining unit employees may also use the grievance procedures described in ELM 652.3, *Other Appealable Actions*.

The Employee Assistance Program (EAP) is available to give you emotional support for problems that may result from being harassed. Contact an EAP counselor at 800-EAP-4-YOU (800-327-4968). Help is available. Do your part. Take appropriate action.

## Resources

Resources available to you include:

- Poster 72, *Equal Employment Opportunity is the Law.*
- Poster 159, *Workplace Harassment, Know Your Rights, Take Responsibility!*
- Postal Service Publication 133, *What You Need to Know about EEO.*
- Employee and Labor Manual (ELM) 660, *Conduct.*
- Employee and Labor Manual (ELM) 670, *Diversity, Equal Employment Opportunity, and Prevention of Employment Discrimination.*
- Publication 553, *Employee's Guide to Understanding, Preventing, and Reporting Harassment.*

Job Aid 12.1, Poster 72, Equal Employment Opportunity is the Law

## EQUAL EMPLOYMENT OPPORTUNITY IS THE LAW

Federal law requires the Postal Service™ to afford equal employment opportunity to employees and applicants for employment regardless of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification. Employment discrimination or retaliation for engaging in an EEO-protected activity is prohibited.

### How to Begin the EEO Process

**Who** If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination.

**When** You must bring individual and class action complaints to the attention of the EEO office by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you knew or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

**How** **Request EEO counseling using the online Postal Service EEO efile application at: <https://efile.usps.com>**

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form.

Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO — EEO CONTACT CENTER  
PO BOX 21979  
TAMPA FL 33622-1979

### What Will Happen

An EEO professional will contact you. The EEO professional will look into your problem and try to help the parties reach a resolution within 30 days. If the parties are unable to agree on a resolution, and you agree to extend the time period, the precomplaint processing period will be no longer than 90 calendar days.

As an alternative to traditional counseling, the Postal Service may offer mediation as a part of the EEO process. If the matter is not resolved by the conclusion of the counseling process, or if the matter is mediated without resolution, the EEO professional will advise you of the procedures for filing a formal complaint.

You may request that your name not be disclosed during the counseling portion of the EEO complaint process.

**NOTE:** If you request EEO counseling via mail, a package of EEO information and forms will be sent to you. After you complete and return the applicable forms to the address provided, an EEO professional will contact you.

Poster 72, November 2018  
PSN 7690-03-000-9326



## Job Aid: Poster 159, Workplace Harassment, Know Your Rights, Take Responsibility!

### WORKPLACE HARASSMENT KNOW YOUR RIGHTS! TAKE RESPONSIBILITY!

#### ELIMINATING WORKPLACE HARASSMENT

The United States Postal Service® is committed to providing a work environment free of harassment or other inappropriate conduct based upon race, color, religion, sex (including pregnancy, sexual orientation, and gender identity including transgender status), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future), or in reprisal for an employee or applicant's complaint about or opposition to discrimination or participation in any process or proceeding designed to remedy discrimination.

The Postal Service workplace must be one in which all employees are treated with dignity and respect by supervisors, subordinates, and coworkers. Supervisors and managers will take prompt action to prevent, address, and remedy workplace conduct that is contrary to this policy.

#### STOPPING INAPPROPRIATE BEHAVIOR

Inappropriate behavior in the workplace, even if it does not meet the legal definition of harassment, undermines morale and violates the Postal Service's policies and standards of conduct. The Postal Service may use disciplinary action even if the conduct does not rise to the level of harassment as defined under the law as such conduct violates Postal Service policy and will not be tolerated. The Postal Service owes its employees a safe, productive, and inclusive workplace and will tolerate nothing less.

#### WORKPLACE HARASSMENT IS AGAINST THE LAW

Under federal antidiscrimination laws, harassment is defined as unwelcome verbal or physical conduct that demeans or shows hostility or aversion toward an individual or group of individuals. Employees will be subject to

disciplinary action, up to and including removal, for engaging in harassing behavior such as, but not limited to:

- Making offensive or derogatory comments, nicknames, or slurs.
- Engaging in physically threatening, intimidating, or humiliating actions.
- Making derogatory comments relating to or arising out of a person's military service.
- Complaining about a person's absence to perform military service.
- Making or threatening to make employment decisions based on an employee's submission to, or rejection of, sexual advances or requests for sexual favors.
- Deliberate or repeated unsolicited remarks with a sexual connotation, or physical contact of a sexual nature that is unwelcome to the recipient.
- Behavior that creates a sustained hostile or abusive work environment so severe or pervasive that it unreasonably interferes with or changes the conditions of one's employment.

#### OBLIGATION TO REACT PROMPTLY

Postal Service employees who believe that they are the victims of workplace harassment or inappropriate conduct, or who have witnessed such harassment, should bring the situation to the attention of any one of the following:

- Their immediate supervisor or manager.
- Any supervisor or manager.
- The manager, Human Resources.
- A union representative or coworker who will speak to a manager on the employee's behalf.
- A special agent of the Office of Inspector General.

#### CONFIDENTIALITY

The Postal Service, to the extent possible, protects the confidentiality of an employee's workplace harassment complaint.

#### WHAT THE POSTAL SERVICE REQUIRES OF MANAGERS AND SUPERVISORS

Any manager or supervisor who receives a complaint must act to stop any inappropriate behavior, ensure that a prompt and thorough investigation is conducted, and ensure that the harassing or inappropriate conduct does not persist—even if the behavior does not rise to the legal definition of harassment.

#### MANAGEMENT INQUIRY

All managers and supervisors must follow the Management Inquiry Process materials available in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*, when a complaint is brought to their attention. If workplace harassment or inappropriate conduct is found, managers must take prompt and appropriate remedial action.

#### ADDITIONAL RELIEF

In addition, you can seek relief through:

- The EEO complaint process;
- Grievance arbitration procedures established through the collective bargaining agreements with the unions; and
- The appeal procedures for employees not subject to the provisions of the collective bargaining agreement, as described in the *Employee and Labor Relations Manual (ELM)*, 650.

If you elect to pursue an EEO complaint, you must request EEO counseling through the online Postal Service EEO efile application at <https://efile.usps.com>. Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification

number, address and telephone number to:

NEEOISO – EEO Contact Center  
PO Box 21979  
Tampa, FL 33622-1979

You must request counseling within 45 days of the act or acts giving rise to the claim in order to preserve your rights under federal law. You also have a right to pursue a complaint involving employment matters covered by USERRA to the Department of Labor, Veterans Employment and Training Service, by calling toll free: 1-866-4-USA-DOL. If you are deaf or hard of hearing, you can call toll free: 1-877-889-5627. You may also file a complaint with the Merit Systems Protection Board electronically at <https://e-appeal.mspb.gov>.

#### CRIMINAL MISCONDUCT

Report any possible criminal misconduct, sexual or otherwise, to local law enforcement and Postal Management. Report any physical assault, threat of a physical assault or stalking to the Postal Inspection Service. Report any threatening or harassing communications or obscene or indecent images and materials, which are transmitted through the use of any electronic device, computer or the Internet, to the Office of Inspector General.

#### RETALIATION IS ILLEGAL

Retaliation against employees who raise a claim of workplace harassment, report inappropriate conduct, or provide evidence in any investigation is illegal and can result in disciplinary action.

#### ZERO TOLERANCE

The Postal Service will not tolerate any workplace harassment or other inappropriate conduct based on race, color, religion, sex (including sexual orientation, gender identity, and gender stereotypes), national origin, age, mental or physical disability, genetic information, uniformed military service (past, present, or future) or in reprisal for prior EEO or USERRA activity.



## Summary

We have discussed physical security, workplace safety, and the steps we take to keep you safe in our busy work environment. We mentioned that you must wear your postal ID on postal property and you will receive ongoing and topic-specific safety training and information throughout your postal career, to include Emergency Action Plans at each facility that inform you on how to respond to workplace emergencies.

The USPS Safety Program is focused on preventing accidents, eliminating hazards, and taking steps to ensure that we have safe work practices as our business changes and grows.

You are responsible for performing your duties in the safest possible manner at all times. If you have questions regarding how to perform your work safely or more generally about safety in the workplace, you have resources and individuals in your office to help you. Speak with your Postmaster, supervisor, or manager.

Always remember, Safety Depends on Me.

We are dedicated to your success. The Postal Service's mission is to provide reliable universal service and respond to changing needs of our customers. We comply with all laws that govern a safe and fair workplace. We are committed to upholding the security and sanctity of the mail. The Postal Service values diversity and inclusion and has implemented strategies to leverage the diversity of our workforce. You can make a difference by promoting diversity and inclusion and accepting everyone's differences.

We have a long-standing commitment to equality of opportunity in every aspect of employment. We follow antidiscrimination and whistleblower protection laws. We are committed to upholding our workplace policies. These include affording Equal Employment Opportunity (EEO), protection from harassment, discrimination, and retaliation, and preventing, investigating, and remediating workplace harassment violations.


We provide you with this information because we are dedicated to a workplace that values you for your unique perspective. All of us share in the responsibility for successfully incorporating our policy on equal employment opportunity in every aspect of our duties and complying with this country's EEO laws.

The Postal Service has zero tolerance policies regarding sexual harassment, workplace violence, and workplace harassment that applies to all employees of the Postal Service. Addressing inappropriate behaviors promptly can effect change and reduce or eliminate potential violence. A violence-free workplace is everyone's responsibility.

We expect all employees to refrain from practicing or tolerating harassment or discrimination. Employees found to have violated our policies are subject to corrective action up to and including removal from the Postal Service.



## Resources



**OSHA**  
Occupational Safety  
and Health Administration

U.S. Department of Labor

# Job Safety and Health

## IT'S THE LAW!

**All workers have the right to:**

- A safe workplace.
- Raise a safety or health concern with your employer or OSHA, or report a work-related injury or illness, without being retaliated against.
- Receive information and training on job hazards, including all hazardous substances in your workplace.
- Request a confidential OSHA inspection of your workplace if you believe there are unsafe or unhealthy conditions. You have the right to have a representative contact OSHA on your behalf.
- Participate (or have your representative participate) in an OSHA inspection and speak in private to the inspector.
- File a complaint with OSHA within 30 days (by phone, online or by mail) if you have been retaliated against for using your rights.
- See any OSHA citations issued to your employer.
- Request copies of your medical records, tests that measure hazards in the workplace, and the workplace injury and illness log.


**Employers must:**

- Provide employees a workplace free from recognized hazards. It is illegal to retaliate against an employee for using any of their rights under the law, including raising a health and safety concern with you or with OSHA, or reporting a work-related injury or illness.
- Comply with all applicable OSHA standards.
- Notify OSHA within 8 hours of a workplace fatality or within 24 hours of any work-related inpatient hospitalization, amputation, or loss of an eye.
- Provide required training to all workers in a language and vocabulary they can understand.
- Prominently display this poster in the workplace.
- Post OSHA citations at or near the place of the alleged violations.

On-Site Consultation services are available to small and medium-sized employers, without citation or penalty, through OSHA-supported consultation programs in every state.

*This poster is available free from OSHA.*

**Contact OSHA. We can help.**



**1-800-321-OSHA (6742) • TTY 1-877-889-5627 • [www.osha.gov](http://www.osha.gov)**

# Module 4: Your Responsibility to Us: Sanctity of the Mail and Safety

## Objectives:

Upon completion of this module, you will be able to:

- Define steps you can take to protect the sanctity of the mail.
- Identify anonymous mail, suspicious mail, and dangerous goods in the mailstream.
- Follow safety procedures for anonymous mail, suspicious mail, and dangerous goods in the mailstream.
- Recognize and follow cybersafe prohibitions on personal devices connected to USPS networks, systems, and machinery.

## Time Allocated for Module:

- 1 hour 15 minutes

## Instructional Methods:

- Question and Answer Discussion
- Video

## Participant Material Used:

- Participant Guide

## Media Required:

- ACE Computer/LCD Projector



## **Your Responsibility to Us**

Now that we have discussed the Postal Service's commitment to a safe, fair, and equitable workplace, let's talk about your role in supporting our common mission together.

As a postal employee you have a responsibility to keep the mail, yourself, and your coworkers safe, and to protect postal and public property, information, and systems. This includes accident prevention, identifying safety hazards, and responding to suspicious mail. We require postal employees to exhibit the highest level of integrity and a dedication to each other and our customers. We will outline our expectations in support of a safe, fair, and equitable work environment and discuss how your conduct represents the Postal Service.

### **Sanctity of the Mail**

First, keep the mail safe. You serve the public and must maintain the sanctity of the mail. Sanctity means something that is of the utmost importance, or sacred. Protecting the sanctity of the mail means to protect the mail from theft and unauthorized opening, reading, or destruction. This protection is federal law and a core responsibility of all postal employees. You must be alert for any signs of problems or criminal activity directed at violating the sanctity of the mail. Report any suspicious activity immediately to your supervisor.

There are many actions you can take to protect the sanctity of the mail. Always wear your postal ID badge while on the job and report anyone in a postal facility that does not have the proper ID displayed. Always secure facility doors. When driving a postal vehicle, always secure it.

Maintain the privacy of our customers and the contents of their mail. You should never open mail. If you see an open mailpiece or package, immediately report it to a supervisor.



## Your Role in Protecting the Security of the U.S. Mail

As a Postal Service employee you must preserve and protect the security of all mail in your custody from unauthorized opening, inspection, tampering, delay, reading of the contents or covers, or other unauthorized acts. With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Mail Recovery Center), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime. Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution. Mail security instructions are contained in part 274 of the *Administrative Support Manual*.

Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, *Theft of Mail Matter by Officer or Employee*, states:

"Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."

### Acknowledgment

I understand that it is my duty to report immediately to my supervisor or to a Postal Inspector any information I may have of any theft, pilferage, unlawful delay of mail, or evidence of intent to commit such a crime. I fully understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, or to steal or attempt to steal mail of any kind, even if it appears to be worthless, or to allow others to do so. My signature below indicates that I have read and fully understand the above and I will comply.

Signature of Employee

Date

PS Form 8139, January 2013

The Postal Inspection Service is our federal law enforcement division. They have full investigative authority. They enforce the laws that protect the mail, postal employees, and customers.

To ensure the proper handling of mail, the Postal Inspection Service regularly audits facilities to ensure employees report open mailpieces. It is illegal to steal, open, read, or destroy mail that is not addressed to you. Doing so is a federal offense.

### Privacy Act and Personally Identifiable Information

All federal employees are subject to the Privacy Act and the Freedom of Information Act. The Privacy Act, in basic terms, means that through your job responsibilities, you may have access to personal data, or personally identifiable information (PII) about customers, your fellow employees, postal suppliers, and others. Examples of PII include an individual's name, Social Security number, and biometric records, which alone or in combination with other identifying information can be used to trace an individual's identity. It is illegal to use this information for anything other than your work duties.

### **Safety Guidelines**

The Postal Service is committed to a safe workplace. Policies and procedures exist to support your safety and well-being. But you also play a critical role in protecting the safety of your workplace and the safety of others, every day.

Safety rules are for your benefit and as our motto says, "Safety Depends on Me."

General Postal Service safety rules include, but are not limited to:

- Never work under the influence of alcohol or illegal drugs (including marijuana), or prescription drugs that make it unsafe for you to do your job.
- Never sell, possess, or use illegal drugs (including marijuana) on USPS® premises. If you are required to take physician-prescribed drugs that could impair your mental or physical abilities, you must notify your supervisor.
- Never drive or work around moving equipment while under the influence of drugs (including marijuana or alcohol).
- No firearms, dangerous weapons, fireworks, alcohol, or illegal drugs (including marijuana) are allowed on postal property or while on duty representing the Postal Service.
- No horseplay, scuffling, fighting, or playing practical jokes while on duty.
- No running in postal facilities. Hold the handrail when walking up or down stairs.

- Do not toss or throw packages or bundles of mail, unless required by the operation (e.g., culling belt, etc.).
- Observe all warning signs and notices installed for your protection.
- Comply with all safety and health regulations, procedures, and practices, including the use of Personal Protective Equipment (PPE).
- Follow established maintenance lockout/tagout procedures.
- Drive defensively and professionally; extend courtesy in all situations; and obey all state, local, and postal regulations (including seatbelts while driving any postal vehicle).
- Report unsafe conditions to your supervisor immediately.

### Proper Footwear

Wear appropriate work shoes that are fully enclosed at the heels, toes, and sides, made of leather or a substantial synthetic material. Canvas or nylon are not acceptable.

On the workroom floor, do not wear the following types of shoes:

- Heels more than 1½ inches and soles more than ½ inch in height.
- Spiked heels, regardless of height.
- Open shoes such as sandals, mules, house slippers, clogs, wedges, flip flops, etc.
- Heels with steel taps.
- Shoes with cloth, nylon, or mesh-woven tops, such as tennis shoes, athletic or jogging shoes (except those with leather or leather-like uppers), moccasins, etc.
- Shoes no longer adequate because of disrepair.

Other safety rules may apply to your job and your supervisor or on-the-job instructor will go over these with you when you report to your location.







## Accident Reporting

To perform your duties in the safest way possible, decide to work safely every day. Work-related injuries can cause time away from work and impact your family. Follow safety rules and general safe work practices and procedures to work safely and help others stay safe.

Management works to provide working conditions that are free of known dangers. Management also relies on you to immediately report safety hazards and unsafe working conditions to your supervisor. Accidents are to be reported immediately and, should medical attention be necessary, employees will be provided the proper forms and medical attention.

Unsafe acts:



- Using defective equipment.
- Using equipment improperly.
- Failure to use personal protective equipment.
- Improper lifting.
- Improper loading or placement.
- Operating at improper speed.
- Operating without authority.
- Failure to warn or secure.
- Making safety devices inoperable.

Unsafe conditions:

- Missing guards or protection.
- Defective tools and equipment.
- Congested work areas.
- Mail equipment blocking egress or fire extinguishers.
- Excessive noise.
- Inadequate illumination or ventilation.
- Fire and explosion hazards.
- Broken and uneven sidewalks.

All employees must be vigilant, involved, and ready to actively participate in workplace security. To bring any safety concerns or hazardous situation to management's attention, complete PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice*.

PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice.*

	<h2 style="margin: 0;">Report of Hazard, Unsafe Condition or Practice</h2>		Hazard Control Number (Assigned by Safety Officer) _____
<b>I. EMPLOYEE'S ACTION</b>			
Area (Specify Work Location)			
Describe hazard, unsafe condition or practice. Recommended corrective action.			
<b>Employee</b>	Print and Sign	Date and Tour	
<b>II. SUPERVISOR'S ACTION</b>			
Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. (If corrective action has been taken, indicate the date of abatement.)			
<b>Supervisor</b>	Print and Sign	Date	
<b>III. APPROVING OFFICIAL'S ACTION (Check One and Complete)</b>			
The following corrective action was taken to eliminate the hazard, unsafe condition or practice (Indicate date of abatement):			
A work order has been submitted to the manager, plant maintenance to effect the following change:			
There are no reasonable grounds to determine such a hazard exists. This decision is based upon:			
<b>Approving Official</b>	Print and Sign	Date	Date Employee Notified
<b>IV. MAINTENANCE ACTION (Complete if Necessary)</b>			
<b>Maintenance Supervisor</b>	Print and Sign	Date	Date Hazard Abated
PS Form <b>1767</b> , March 2017 PSN 7530-01-000-9422			
WHITE – Local Safety Office (After Abatement)      PINK – Local Safety Official (Initial Notice) YELLOW – Approving Official                                      BLUE – Employee			

You receive ongoing safety training to prepare you to perform your job safely. Common topics include ergonomic lifting, safe driving, and avoiding heat illness.

### Ergonomics

Ergonomics is the idea of working smarter to keep our bodies injury free and of making things more user friendly. Many postal positions are active. Always use safe lifting techniques to protect yourself from injury.

### Safe Driving

For many, driving is a part of your role in the Postal Service. You may drive a postal vehicle to deliver mail or operate a forklift to move mail. Additional training is provided to those who operate machinery and vehicles. Do not operate equipment or vehicles for which you have not received training. Ensure that you follow all established procedures, maintain focus, and pay attention. This prevents you from becoming a distracted driver.

### Heat Stress

The Postal Service operates across every time zone and climate in the United States. You must be familiar with how to protect yourself against heat illness. A copy of the Heat Illness Prevention Program (HIPP) poster is posted in every facility. The HIPP is triggered during the period of April 1 through October 31 and at any other time when weather reports issued by the National Weather Service (NWS) for a particular work location indicate that the outdoor heat index temperatures are expected to exceed 80 degrees Fahrenheit during the course of a workday or work shift. All employees are provided visual aids and a heat illness ID card insert illustrating symptoms of, and proper first aid responses to, heat-related illness when you report to your work location.

## Heat Stress Mandatory Safety Talk



# Heat Illness Prevention Program

Safety Talk | HIPP #2068

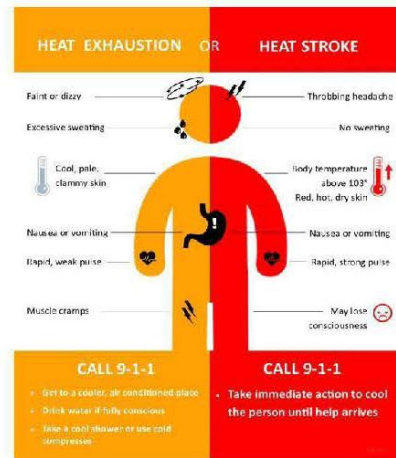
The purpose of the Postal Service's **Heat Illness Prevention Program (HIPP)**, is to protect our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in a conspicuous place in every Postal Service facility and will be available for review by all employees. The HIPP Poster can be printed from the Safety Resource Tools- A-Z OSH Topics and additional posters, vehicle stickers and badge cards can be ordered from the Topeka NDC.

The HIPP is triggered during the period of April 1 through October 31 and at any other time when weather reports issued by the National Weather Service (NWS) for a particular work location indicate that the outdoor heat index temperatures are expected to exceed 80 degrees Fahrenheit during the course of a workday or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided the below visual aids illustrating the various symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

	Symptoms	First Aid*
Heat Stroke	<ul style="list-style-type: none"> <li>Confusion</li> <li>Fainting</li> <li>Seizures</li> <li>Excessive sweating or red, hot, dry skin</li> <li>Very high body temperature</li> </ul>	<p>Call 911</p> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>Worker should rest in a shady, cool area</li> <li>Loosen clothing, remove outer clothing</li> <li>Use a fan and place cold packs in armpits, if available</li> <li>Wet worker with cool water, apply ice packs, cool compresses or ice, if available</li> <li>Drink fluids (preferably water) as soon as possible</li> <li>Stay with worker until help arrives</li> </ul>
Heat Exhaustion	<ul style="list-style-type: none"> <li>Cool, moist skin</li> <li>Heavy sweating</li> <li>Headache</li> <li>Nausea or vomiting</li> <li>Dizziness</li> <li>Light headedness</li> <li>Weakness</li> <li>Thirst</li> <li>Irritability</li> <li>Fast heartbeat</li> </ul>	<p>Call 911</p> <p>While waiting for help:</p> <ul style="list-style-type: none"> <li>Sit or lie down in a cool, shady area</li> <li>Drink plenty of water or other cool beverages</li> <li>Use cool compresses or ice packs, if available</li> <li>Do not return to work that day</li> </ul>
Heat Cramps	<ul style="list-style-type: none"> <li>Muscle spasms</li> <li>Pain</li> <li>Usually in abdomen, arms or legs</li> </ul>	<ul style="list-style-type: none"> <li>Have worker rest in shady, cool area</li> <li>Worker should drink water or other cool beverages</li> <li>Wait a few hours before allowing worker to return to strenuous work</li> <li>Have worker seek medical attention if cramps don't go away</li> </ul>
Heat Rash	<ul style="list-style-type: none"> <li>Clusters of red bumps on skin</li> <li>Often appears on neck, upper chest, folds of skin</li> </ul>	<ul style="list-style-type: none"> <li>Try to work in a cooler, less humid environment when possible</li> <li>Keep the affected area dry</li> </ul>

\*Remember: If you are not a medical professional, use this information as a guide only to help worker s in need. \*Before an employee who has been absent due to heat-related illness may return to work, management may request medical documentation clearing the employee to work. ELM §§ 865.1 and 865.3.



**Seek Immediate Medical Assistance for Heat Related Illnesses. Call 9-1-1.**

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Employees should report any signs or symptoms of heat-related illness to their supervisor, who should then call 9-1-1 immediately if it is determined that medical attention is necessary. However, if the employee determines that medical attention may be necessary prior to calling the supervisor, the employee should not hesitate to call 9-1-1 first.

**Always Remember: Safety Depends on Me!**

### ***Heat Stress Summary***

Symptoms of heat exhaustion include feeling faint or dizzy, excessive sweating; being cool, pale, with clammy skin; being nauseous or vomiting; exhibiting a rapid, weak pulse, or muscle cramps.

Symptoms of heat stroke include throbbing headache, no sweating, having a body temperature above 103°; exhibiting red, hot, dry skin; being nauseous or vomiting; having a rapid, strong pulse, or loss of consciousness. Exposure to prolonged heat can be serious.

Be aware of the common signs of heat-related illness and provide appropriate actions to seek medical attention. Call 911 immediately to report any signs or symptoms of heat-related illness, then call your supervisor to inform them of the situation. We want to be sure you are equipped if you encounter any of these situations.

### **Proper Mail Handling**

There are several kinds of mail that you need to handle with care and for which you must follow specific procedures. The Postal Service handles billions of pieces of mail every year. A very small percentage may pose a risk to the mailstream. We define what to do when you encounter items found loose in the mail, anonymous mail, hazardous mail, dangerous goods, and suspicious mail.

#### **Loose In the Mail**

You may occasionally find money, loose stamps, pens, coupons and/or various other mailed contents from damaged mail. These items may not be converted for your personal use. All loose items are part of the mailstream and treated as Postal Service property. Give these items to your immediate supervisor.

#### **Anonymous Mail**

Be alert for anonymous mail as you perform your job duties.

Anonymous mail is:

1. Only postage stamps, AND
2. Over 10 oz OR over ½” thick, AND
3. No visual evidence of being accepted and verified by a postal employee (usually a window clerk). This evidence often takes the form of a zero Postage Validation Imprint (PVI) strip.

If any of these three are not true, it is not an anonymous mailpiece.

When you encounter anonymous mail, it has not been seen by a USPS® employee prior to induction. So, we do not know where it came from. It is important for the safety of the mailstream that we know who has sent items through the postal network. Promptly report anonymous mail to your supervisor.

### Identifiable Mail

Identifiable mail bears electronic postage (Postage Validation Imprinter, meter strip, PC Postage, Click-N-Ship®, Automated Postal Center® postage, eStamps, etc.), permit imprint, or Aviation Security (AVSEC) Clearance Stamp. This mail is not considered anonymous because it has a type of postage that can be traced back to the customer or point of entry into the mailstream.

### HAZMAT and Dangerous Goods

Certain substances can pose a risk to health and safety and require special care when sent through the mail. Our responsibility is to ensure that mail is safe for transport. Some substances cannot be sent through the mail at all. Window clerks and carriers screen mail to recognize Dangerous Goods in international mailpieces, and Hazardous Materials (HAZMAT) in domestic mailpieces. Training on how to handle these items is provided based on your specific role.

The Dangerous Goods course trains personnel to perform screening to recognize dangerous goods, provides guidance for determining mailability of international mailpieces, and outlines procedures to keep the mail safe.

As part of the Federal Aviation Administration (FAA) certification process required by the International Civil Aviation Organization (ICAO), USPS® employees are required to receive detailed dangerous goods (including lithium batteries) acceptance, handling, and incident management training.

### Suspicious Mail

Each year a small number of mailpieces are identified as containing suspicious items or substances. Although usually nonhazardous, this mail requires additional attention to ensure it is safe to handle. If you believe a mailpiece is suspicious, report it to your supervisor immediately.

Suspicious mail typically falls into one of these categories:

- Leaking suspicious powders or liquids.
- Contains suspicious items.
- Displays threat of hazardous content.
- Emergency situations involve smoke, fumes, or vapors emitting from mailpieces.

If you identify a suspicious mailpiece, notify your supervisor immediately so that they can address it.

Postal Inspectors focus on protecting postal employees, customers, and the American public. By recognizing and properly handling suspicious mail, inspectors can better ensure the safety and security of your workplace.

Poster 286, Suspicious Mail

**UNITED STATES POSTAL SERVICE**

# SUSPICIOUS MAIL

**Protect yourself, your customers, and our workplace.**

**If you see a suspicious letter or package:**

- Stop. Don't handle it.
- Isolate it immediately.
- Don't open, smell, or taste it.
- Notify a supervisor.
- Wash your hands with soap and water.
- Activate your emergency plan.

**Sealed with tape.**

**Misspelled words. Badly typed or written.**

**Unknown powder or suspicious substance.**

**Possibly mailed from a foreign country. Excessive postage.**

**No return address.**

**Restrictive markings.**

**PERSONAL!**

**CHIEF EXECUTIVE OFFICER**

**222 N. HARVE ST.**

**PHILADELPHIA**

**Oily stains, discolorations, or crystallization on wrapper.**

**Operations Manager**  
5032 D 137  
Annapolis, MD

**DO NOT X-RAY TAPE ENCLOSED**

**Protruding wires.**

**Excessive tape.**

**Strange odor.**

**Incorrect title or addressed to title only.**

**Rigid or bulky.**

**Lopsided or uneven.**

**Contact the U.S. Postal Inspection Service at 877-876-2455 and request assistance.**

**In an emergency situation — such as smoke, fumes, vapors, or anyone exhibiting medical symptoms:**

- Evacuate the area and notify a supervisor, who will activate the Emergency Action Plan and notify the Inspection Service.
- Follow the instructions of emergency responders.
- Make the notifications indicated in your local emergency action plans.

Poster 286  
Revised 2017  
PSN 7500-10-000-01-0



## Information Technology Requirements

We face ongoing cyber threats and challenges, which directly impact our people and mission. To protect the Postal Service against cybercrime, we all must remain aware of cybersecurity and the USPS cyber landscape.

Never connect any personal devices to postal computers, equipment, or networks. All devices connected to the Internet are at risk for a security breach. Cyber criminals regularly seek to access the postal network through employee devices. Do not plug items into a USB port on computers or machinery. This includes charging your phone and any other personal, non-USPS issued equipment. Never plug personal devices into any postal equipment, network, or device.

Remember, it is our shared responsibility to secure the United States Postal Service® information, resources, and systems.

**CyberSafe**  
at USPS®

**Separate for Security**

**NEVER** Never connect your personal or work devices to USPS computers, equipment or networks.

MOBILE PHONES • TABLETS • WEARABLE TECHNOLOGY • HEADPHONES • HOUSEHOLD EQUIPMENT • WIFI ENABLED TOYS AND GADGETS

**KEEP USPS NETWORKS SAFE**  
If you need to charge a device, use an outlet.

**Stop and Think, before you Connect.**

Report suspicious emails to CSOC immediately by selecting the email(s) and clicking the Report to CyberSafe button in the Outlook toolbar. For all other information security incidents, email [cybersafe@usps.gov](mailto:cybersafe@usps.gov).

Handbook AS-805C


**Information Security  
Requirements for  
All Personnel**

Handbook AS-805-C  
November 2021

**Availability**

**Integrity**

**Confidentiality**

 UNITED STATES  
POSTAL SERVICE®

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## Information Security Requirements for All Personnel

Handbook AS-805-C

November 2021

Transmittal Letter

- A. **Explanation:** The appropriate use of the resources that the Postal Service™ provides is important. It can affect the efficiency of our day-to-day business activities, the success of new business opportunities, and the preservation of the trust and security represented by the Postal Service brand.

This handbook summarizes what you need to know about protecting Postal Service information resources; the information security policies that govern their use; and the protection of sensitive, sensitive-enhanced (including personal identifiable information and payment cardholder information), and critical information.

By understanding your role, responsibilities, and significance to protect this information, you become a major contributor to a successful information security program.

- B. **Comments:** Submit questions or comments about this handbook to:

CORPORATE INFORMATION SECURITY OFFICE  
UNITED STATES POSTAL SERVICE  
8111 GATEHOUSE ROAD SUITE 600  
FALLS CHURCH VA 22042

Comments may also be sent by e-mail to: [cpst@usps.gov](mailto:cpst@usps.gov). Use "AS-805-C, *Information Security Requirements for All Personnel*" as the subject header.

- C. **Effective Date:** This handbook is effective immediately.



Michael J. Ray  
Vice President  
Chief Information Security Officer

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# 1. Introduction

## What This Handbook Covers

**Handbook AS-805**  
Available at  
<https://about.usps.com/handbooks/as805.pdf>

This handbook summarizes information security requirements for all personnel, including designated personnel handling payment card information. For a complete explanation of information security policies, please refer to HBK AS-805, *Information Security*.

# 2. Logon IDs, Passwords, PINs, and Tokens

## Getting Access

**Logon ID**  
A unique identifier assigned to a user when access is authorized.

The Postal Service uses logon identifications (IDs), passwords, personal identification numbers (PINs), and tokens to manage access to its information resources.

**Temporary Information Services**  
Active directory account, e-mail, office suite of services, and intranet browser access.

### Need access to basic computer services?

If you don't have access to computer services but need it to do your job, ask your supervisor or manager. Information Technology will notify you when you have been granted access to computer services.

**eAccess**  
Online computer request application at  
<https://eaccess/ARIS.usps.gov>

### Need additional access?

If you already have access to basic computer services and need additional services, then you or your manager can request it using eAccess/ARIS.

All requests for authorization to access Postal Service information resources, including temporary information services, and mobile devices must be requested via [eAccess/ARIS](#) tool. Refer to Management Instruction EL-660-2009-10, *Limited Personal Use of Government Office Equipment and Information Technology*, available at <https://blue.usps.gov/cpim/ftp/manage/el6600910.pdf> and Handbook AS 805, *Information Security* located on BlueShare.



## Creating a Password

### What to do when you create a password...

**Password**  
A string of characters you 'know' that can be used for authentication, i.e., provides proof that you are who you say you are when using a given logon ID.

- Use alphanumeric passwords with at least fifteen (15) characters.
- Choose a password that is hard for others to guess, such as a passphrase, phrase or word string.
- Use at least one character from three of the four following types of characters:
  - Upper case letters (A–Z).
  - Lower case letters (a–z).
  - Numerals (0–9).
  - Non-alphanumeric characters (special characters such as &, #, and \$).
- Change your password every 90 days.
- See Handbook AS-805 if you are a privileged user or work in Information Technology.

### What not to do when you create a password...

- Do not use all the same characters or digits or other commonly used or easily guessed formats.
- Do not use your name, family members' names, birth date, or other personal information.
- Do not use terms such as *Post Office™* or *user* or other Postal Service terminology or acronyms.
- Do not use words that appear in the dictionary.
- Do not use your logon ID.
- Do not repeat your passwords (e.g., adding a new number, letter, or symbol to have a new password).

## Using Logon IDs and Password

### What to do when using logon IDs and passwords...

- Keep your password confidential. You are accountable for the actions of anyone using your logon ID and password, even if you didn't give the user permission.
- Change your password if you think it has been compromised and notify the Cybersecurity Operations Center (CSOC) using the procedure described in section 7, [Information Security Incidents](#), of this handbook.

Information Security Requirements for All Personnel

- If you have forgotten your password or your account has been disabled because you made six unsuccessful attempts to enter your account, use ePassword Reset to re-set your password. The ePassword Reset program will automatically re-set the password to a temporary password, which you must change the next time you log on to the network.
- If you write your personal password down, store it under your personal control or in tamper-resistant manner (e.g., an envelope with a registry seal, time stamped, and signed) to ensure that any disclosure or removal of the written password is clearly recognizable.
- If you encounter a problem changing or resetting your password, contact the Help Desk 800-USPS Help (800-877-7435) or use Self-Help at <https://ssp.usps.gov/ssp-web/welcome.xhtml>.

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**What not to do when using logon IDs and passwords...**

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- Do not write your personal password on a sticky note and attach it to your monitor.
- Do not use a terminated employee's Logon to access any Postal Service system. Managers must not keep any accounts active once a user has left "for convenience" or as a Shared Account.
- Do not share your personal password under any circumstances, including in the following examples:
  - Do not share your personal password with IT technical support staff working to resolve a Service Desk or system upgrade ticket related to your system.
  - Do not share your personal password with coworkers to enable them to access your system for any reason (e.g., to resolve any issues related to teleworking and to enable them to access a file, application, e-mail message, attachment, or meeting/calendar-related information.)
  - Do not share your personal password with a family member or personal acquaintance to enable them to access the Internet or use MS Office or other USPS® applications installed on a USPS computing device.
  - Do not let anyone use your logon ID or password and do not use anyone else's.
  - Do not store your password in application code, files, or tables.



## Information Security Requirements for All Personnel

- Do not transmit a password for access to your system, to an encrypted document, or to an archive in clear text in an e-mail.

**Screensaver**  
Protects information when you are away from the computer but not logged out.

## Using Screensaver Time-Out and Password

Make sure your screensaver time-out feature is working and if not, contact the IT Service Desk.

## Locking and Unlocking Your Computer

If you leave your computer unattended for any amount of time, you can protect your work by “locking” your computer. Locking your computer hides and protects your files and documents, protects your programs, and allows only the person who locked the computer to unlock it again.

To lock your computer:

- Press the Windows logo key + L key or
- Press the Ctrl+Alt+Delete keys. Select “Lock”.
- Any applications, files, web pages, or other windows you opened before you locked your computer will remain open while your computer is locked.

To unlock your computer:

- From the login screen, press the Ctrl+Alt+Delete keys.
- Enter ACE password.
- Press the Enter key or click the right-pointing arrow button.

**PIN**  
A specialized authenticator for limited applications and usually used with a token.

## Using PINs

- Protect PINs with the same care as you protect passwords.

**Token**  
A small tangible object that contains a built-in microprocessor used to store and process information for authentication.

## Using Tokens

- Protect your token from theft.
- Do not allow anyone else to use it.
- Do not leave tokens out in plain sight when not in use; secure them in locked drawers.
- Tokens are required for remote access to payment cardholder information.

## Resetting Passwords

- If you suspect your password has been compromised, change it immediately by using the Change Password function button on the Window Security Web page (available by simultaneously depressing the *Ctrl*, *Alt*, and *Delete* keys) and notify CSOC using the procedures described in section 7, Information Security Incidents, of this handbook.
- If you forget your password, use ePassword Reset (available from the Postal Service intranet, <https://blue.usps.gov>, and from the following links) to reset it:
  - Application Password (<https://epasswordreset>).
  - Mainframe Password (<https://epasswordreset>).

## 3. Use of Information Resources

### General Use

#### What to do when using information resources...

- Follow Postal Service limited personal use policies.
- Protect your workstations, laptop computers, and handheld devices, both on and off Postal Service premises, against theft and misuse by following all Postal Service information security requirements.
- Connect to the intranet weekly to receive appropriate software updates and virus pattern recognition files.
- Use only software on the official list of approved software, which is on the Infrastructure Tool Kit site (ITK) at [https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-\(ITK\).aspx](https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-(ITK).aspx).
  - Click on Access ITK on the right-hand side. The link will show a list of approved software.
  - If you have a business need requiring usage of non-approved software, send your request through the ITK approval process prior to usage.
- Obtain your vice president or designee's written approval to use Bluetooth devices on Postal Service premises because of the potential interference with Postal Service systems such as Surface Visibility and Yard Management.

## Information Security Requirements for All Personnel

- Obtain your vice president or designee's written approval to use personal information resources [e.g., laptops, notebooks, hand-held computers, or storage media including universal serial bus (USB) devices] on Postal Service premises.
- Use Postal Service approved encryption software to encrypt sensitive and sensitive-enhanced information in transit and at rest (storage) and give management recovery keys and decryption instructions.

**What not to do when using information resources...**

- Do not jeopardize Postal Service information security or impair performance of computer resources.
- Do not attempt unauthorized entry to any computer system.
- Do not install unauthorized hardware or software.
- Do not copy or browse someone else's personal files or accounts.
- Do not copy, move, or store electronic files containing nonpublic information, including Personally Identifiable Information (PII), to local hard drives, removable media, or remote access technologies not related to your normal business activities without written management approval.
- Do not send or store credit or debit card numbers or related cardholder information if not a part of your job responsibilities.
- Do not perform unofficial activities that could degrade the performance of Postal Service equipment or systems, such as playing electronic games and non-Postal Service video files.
- Do not use Postal Service resources to promote or maintain a personal or private business or commit fraudulent or illegal activities.
- Do not use personal information resources (e.g., laptops, notebooks, cell phones, tablets, hand-held computers, or storage media including USB devices) at retail counter areas, mail processing areas, or workroom floors; this includes headsets or earpieces attached to such devices.
- This requirement does not apply to personal information resources used by the unions in accordance with the collective bargaining agreement.

Information Security Requirements for All Personnel

- Do not use watch, cell or smart phone cameras or retail lobby web cams in any manner not authorized by Postal Service MI AS-882-2011-6, *Postal Service Use of Retail and Cell Phone Cameras*.
- Do not connect personal electronic devices to the Postal Service intranet.
- Do not use imaging devices (e.g., cameras, cell or smart phones with cameras, or watches with cameras) at Postal Service facilities, except as authorized by your vice president or someone designated to make business decisions on the vice president's behalf.
- Do not use Bluetooth devices on Postal Service facilities without approval from the user's vice president or designee because of the potential for interference with Postal Systems such as Surface Visibility and Yard Management.
- Do not disable your password or token-protected screen saver.
- Do not disable your virus protection software.

## E-mail Use

**Restricted Information**  
A label indicating that access to records or information is restricted based on Postal Service policies.

### What to do when you use e-mail...

- You may use Postal Service e-mail for limited personal use only if it doesn't interfere with Postal Service business (e.g., if the activity is of limited duration, messages are of limited size, have a small transmission impact, and require only a small amount of storage and paper, if printed) and does not violate Postal Service policies.
- Send sensitive, sensitive-enhanced, and non-publicly available information only to authorized personnel with a Postal Service business-related "need-to-know."
- Use Postal Service-approved encryption software to encrypt sensitive and sensitive-enhanced information sent by e-mail and give the recipient the recovery keys and decryption instructions.
- If you encounter an information security incident or suspicious activity, immediately report it by selecting the "Report to CyberSafe" button in Microsoft outlook.

**Privacy?**  
Don't expect it. E-mail and Internet use may be monitored.

### What not to do when you use e-mail...

- Never use Postal Service-provided computing devices, including mobile devices, to check your non-Postal Service or personal e-mail accounts or social media pages.



## Information Security Requirements for All Personnel

**Social Media**

Users are prohibited from using corporate e-mails addresses and accounts on websites not intended for official use. For more information on the social media policy, see *Administrative Support Manual (ASM) Issue 13* sections 363, and 363.3 - 363.6. <https://blue.usps.gov/cpim/ftp/manuals/asm/asmtc.pdf>.

**Spam**

Unsolicited e-mail, often of a commercial nature, sent indiscriminately to multiple addresses.

- Do not open an e-mail message from someone you do not know or recognize as a valid business contact.
- Do not open unsolicited or suspicious e-mail or attachments, and do not forward the e-mail to other employees.
- Do not click on links in e-mails (make sure to manually type the hyperlink in your web browser).
- Do not send information that violates state or federal laws and Postal Service regulations or that could defame, libel, abuse, embarrass, tarnish, or present a bad image of or falsely portray the Postal Service, recipient, sender, or anyone else.
- Do not use Postal Service e-mail addresses on websites, digital mailing lists, and non-Postal applications not intended for "official use."
- Do not use Postal Service login credentials to login or access websites outside of the Postal Service network.
- Do not use personal e-mail accounts to login to Postal Service websites.
- Do not use the "Reply" button for sharing e-mails. Instead use the "Forward" option and either type in the correct e-mail address or select it from your e-mail address book to ensure the real e-mail address is used.
- Do not send or respond to spam. Delete the spam without opening it.
- Do not view, create, or forward pornographic material.
- Do not view, create, or forward chain letters or other unauthorized mass mailings.
- Do not use the "Reply-All" function to respond to e-mails with large recipient lists unless all recipients need to receive your reply.
- Do not use Postal Service e-mail addresses on external web sites.

## Report Suspicious E-mail

### What to do when you have a suspicious e-mail...

- Evaluate the e-mail: Do not open the e-mail or any attachments or click on any links embedded in the suspicious e-mail.
  - Click the Button: Select the suspicious e-mail in your inbox (multiple messages can be selected) and click

Information Security Requirements for All Personnel

the “Report to CyberSafe” button located in the Outlook toolbar. If the e-mail is already open, the button will appear in the e-mail toolbar as well.

- Describe the Incident: After clicking on the button, a pop-up window will appear, allowing you to provide optional comments.
- Receive Confirmation: Once you report the suspicious e-mail(s), you will receive a pop-up notification confirming the report was sent to the Cyber Security Operations Center (CSOC). The suspicious e-mail will be automatically deleted from your inbox.

## Internet Use

### What to do when you use the Internet...

- Use the Internet to support your job, activities, and responsibilities.
- You may only use the Internet for limited personal use if it does not interfere with Postal Service business or violate Postal Service policies.

### What not to do when you use the Internet...

- Do not follow links to websites embedded in suspicious e-mail or Web advertisements.
- Do not browse pornographic, hate-based, or other sites that the Postal Service considers off-limits.
- Do not post, send, or acquire sexually oriented, hate-based, or other material the Postal Service considers off-limits.
- Do not use non-work-related applications, software, or games on Postal Service workstations or networks.
- Do not post unauthorized commercial announcements or advertising material.
- Do not promote or maintain a personal or private business.
- Do not arrange to receive news feeds and push data updates unless the material is required for Postal Service business.
- Do not login or enter your data (e.g., e-mail address, phone number, login credentials) into an “http” website that is not secure or where any data you enter is not encrypted and potentially exposed to bad actors resulting in credential exposure. Use an “https” website that is encrypted and secure.

## Online Safety Rules

### What to do when you are online...

- Access Postal Service equipment, networks, data, and resources using only Postal Service equipment.
- Use only Postal Service resources to conduct Postal Service business.
- Treat in-flight Wi-Fi same as any public Internet connection.
- Use only Postal Service devices and Virtual Private Network (VPN) to connect to the Internet remotely.

## Remote Access and Telework

### What to do when you use remote access...

**Remote Access**  
Access to servers from locations such as a remote office, your home, a hotel, or a non-Postal Service facility.

- If you want to use your Postal Service workstation or mobile device remotely, use eAccess to ask permission from your manager.
- Use only approved computer hardware and software.
- Use only approved remote access services such as the virtual private network (VPN) or Virtual Desktop Infrastructure (VDI) where enabled.
- Protect (via locked cabinet or closet) your Postal Service assigned devices so that unauthorized individuals cannot gain access to the device or to the Postal Service intranet.
- Establish approved dial-in access through Postal Service centralized dial-in services.
- Disconnect from the Postal Service intranet before establishing alternate or additional connections to any network such as the Internet.
- Use two-factor authentication (e.g., token) for access to payment cardholder data and only when necessary for your job duties.
- Ensure roaming protection controls are installed and active while roaming by reviewing your workstation (e.g., network, VPN, and Internet settings). If you are unsure of how to review the roaming protection controls, contact your network administrator.

---

#### **What not to do when you use remote access...**

- Do not establish a separate connection to the Internet while your computer is connected to the Postal Service intranet.
- Do not configure your workstation to allow unauthorized dial-in services.
- Do not connect any personal electronic devices to the Postal Service intranet or Postal Service computing devices.
- Do not allow family members or guests to use your Postal Service computing devices.

### **Traveling or Working Remotely**

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#### **What to do when you travel and/or work remotely...**

- Remember: public Wi-Fi networks, like in coffee shops, hotels, and airlines with Wi-Fi during flight, are not safe. Even with a password, you are sharing a network with everyone else.
- Always connect to the Postal Service's VPN before connecting to the Internet.
- Limit your Postal Service-provided equipment for personal web browsing — just like when you're at work.

### **Domestic Travel**

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#### **What to do when you travel...**

- Secure laptops at all times in a locked cabinet or desk, or with a security cable and lock attached to an immovable object.
- Ensure laptops are not left unattended in public places.
- When traveling by car, stow your laptops in the trunk or some other area where it will not be easily seen or attract attention.
- When traveling by air or train, keep laptops as carry-on luggage.
- Implement safeguards to monitor and maintain acceptable levels of temperature and humidity.



## Information Security Requirements for All Personnel

- Lost or stolen laptops or Postal Service issued portable mobile devices should be reported to USPS CSOC immediately at 1-866-877-7247, or by email at [CyberSafe@usps.gov](mailto:CyberSafe@usps.gov).
- Lost or stolen laptops or Postal Service issued portable mobile devices should be reported using one of the 2 options:
  1. Self-Service Page  
[https://usps.servicenowservices.com/sp/?id=sc\\_cat\\_item&sys\\_id=415b263c1b2ddcd0d0fb113d9c4bcb96](https://usps.servicenowservices.com/sp/?id=sc_cat_item&sys_id=415b263c1b2ddcd0d0fb113d9c4bcb96).
  2. IT Helpdesk  
800-USPS-HELP (800-877-7435)

## International Travel

### What to do when you travel internationally...

- For some high-risk international destinations, users on official Postal Service business will be prohibited from traveling with their standard issued laptop and mobile devices. In these instances, loaner devices will be provided by IT and the devices will be wiped upon return.
- Request International roaming features for cell or smart phones and portable mobile devices (except tablets) using eAccess within five (5) business days in advance of planned travel.
- Request International roaming features for Tablets using ServiceNow within five (5) business days in advance of planned travel.

### What not to do when you travel...

- Do not leave laptops or portable mobile devices unsecured or unattended in hotel room or public places.
- Do not place laptops or portable mobile devices in checked baggage.
- Do not take Postal Service-issued devices including laptops, cellular devices, or portable devices when on personal international travel.
- Do not use public USB charging stations to charge your Postal Service mobile devices. Use only Postal-provided charging devices supplied with Postal provided mobile device. Use the eBuy tool to secure a Postal-provided charging device.

## Wireless Technologies

### What to do when you use wireless technologies...

- Protect sensitive and sensitive-enhanced information.
- Report lost or stolen wireless devices (except devices used by bargaining employees) to the IT Service Desk at 800-877-7435 immediately or as soon as practical after you notice the device is missing.
- You can also use the Self-Help page at [https://usps.servicenowservices.com/sp/?id=sc\\_cat\\_item&sys\\_id=415b263c1b2ddcd0d0fb113d9c4bcb96](https://usps.servicenowservices.com/sp/?id=sc_cat_item&sys_id=415b263c1b2ddcd0d0fb113d9c4bcb96).
- Bargaining unit employees, must immediately report lost or stolen devices to their immediate manager.
- Connect to hotel Wi-Fi with a password or reference number provided by the hotel upon check-in.
- Disconnect device from public Wi-Fi connections when no longer in use.
- Use only Postal Service approved virtual private network (VPN) connections when sharing files through Wi-Fi connections.
- Make sure your firewall is on and security anti-virus software is current.

### What not to do when you use wireless technologies...

- Do not change any of the authorized configuration settings of your assigned Postal Service-owned equipment.
- Do not use personal mobile devices at retail counter areas, mail processing areas, or workroom floors unless approved by area or headquarters vice president or designee for business purposes.
- Do not use mobile devices with cameras in restrooms or locker rooms.
- Do not copy, move, or store cardholder data on mobile devices.

## Personal Device Cyber Hygiene

### What to do when practicing good device hygiene...

- Always update your device's operating system with the latest patches.

## Information Security Requirements for All Personnel

- Never plug in personal devices to Postal Service equipment to charge them or transfer files.
- Use separate unique passwords for personal and Postal Service activity.
- Never use public Wi-Fi to access the Internet, including hotel and airline Wi-Fi inflight.
- Never download third-party software from untrusted sources.

## 4. Protection of Sensitive and Critical Information

### Sensitive Information

**Sensitive (hardcopy and electronic) information includes, but is not limited to, the following:**

- Private information about individuals (e.g., employees, contractors, suppliers, business partners, and customers) including marital status, age, birth date, race, and buying habits.
- Confidential business information that does not warrant sensitive-enhanced protection including trade secrets, proprietary information, financial information, supplier proposal information, and source selection information.
- Data susceptible to fraud including accounts payable, accounts receivable, payroll, and travel reimbursement.
- Information illustrating or disclosing information resource protection vulnerabilities or threats against persons, systems, operations, or facilities. Examples include information about the physical or technical aspects (including security settings and passwords) of a network, server, workstations, laptops, tablets, cell, and smart phones.

### Sensitive-Enhanced Information

**Sensitive-enhanced (hardcopy and electronic) information includes, but is not limited to, the following:**

- Law enforcement information and court-restricted information, including grand jury material, arrest records, and information about ongoing investigations.

Information Security Requirements for All Personnel

- Payment Card Industry (PCI) primary account number (PAN), i.e., full credit/debit card number (13-16 characters).
- Personally identifiable information (PII) including information used to distinguish or trace an individual's identity such as name, social security number, driver's license number, passport number, bank routing with account number, date with place of birth, mother's maiden name, biometric data, and any other information which is linked or linkable to an individual.
- Information about individuals (e.g., employees, contractors, suppliers, business partners, and customers) protected by law, including protected health information and wire or money transfers.
- Information related to the protection of Postal Service restricted financial information, trade secrets, proprietary information, and emergency preparedness.
- Communications protected by legal privileges (e.g., attorney-client communications encompassing attorney opinions based on client-supplied information) and documents constituting attorney work products (created in reasonable anticipation of litigation).

Additional examples of sensitive and sensitive-enhanced information are included in the Business Impact Assessment (BIA) as part of the electronic certification and accreditation application.

When completing the BIA, an employee from the Privacy Office and the assigned Information Systems Security Officer (ISSO) will provide support to determine the proper information sensitivity and criticality (Reach out to the Risk Team or responsible ISSO for assistance).

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**How to protect sensitive information to which you have access...**

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- Limit hardcopy and electronic distribution to persons who have a specific job-related need-to-know for sensitive information.
- Limit the number of copies of sensitive information to minimum necessary.
- Cross-cut-shred hardcopy and zero-bit format or destroy electronic copies that are not distributed or are no longer needed.



## Information Security Requirements for All Personnel

- Retain sensitive information in accordance with the retention schedule noted in the Electronic Records and Information Management System (eRIMS) at <https://erims>.
- Restrict the pickup, receipt, transfer, and delivery of sensitive information to authorized personnel.
- Protect sensitive information on Postal Service workstations, laptop computers, and hand-held devices against theft and disclosure to unauthorized individuals.
- Protect sensitive information against theft and disclosure to unauthorized individuals. This includes information stored on disks, diskettes, CDs, USB, or other storage devices, and hardcopy.
- Encrypt sensitive information in storage (i.e., at rest), in transit, or stored off Postal Service premises.
- Label "RESTRICTED INFORMATION" any printed or electronic material considered sensitive, such as printouts, architecture drawings, engineering layouts, CDs, diskettes, and tapes.
- Invoke a password-protected screen saver when leaving your workstation, laptop, or mobile device unattended. Remember "Control-Alt-Delete (and select "lock this computer") before you leave your seat."
- Store sensitive information in a controlled area or a locked cabinet or desk.
- After receiving appropriate management approval, use factory-fresh media to release electronic versions of sensitive information.
- When the retention period or legal hold has expired, destroy sensitive information in accordance with guidelines listed in Handbook AS-805.
- Follow Postal Service disposal procedures for storage media and computer hardware containing sensitive information.
- Cross-cut-shred hardcopy printouts and drawings containing sensitive information before disposal.
- See Handbook AS-805 for the requirements when accessing or downloading sensitive Postal Service electronic information off Postal Service premises or taking sensitive Postal Service electronic and non-electronic information off site (i.e., non-Postal Service premises) including Postal Service data processed by business partners.

**Restricted Information**

The Postal Service caveat for sensitive and sensitive-enhanced information indicating access is restricted based on Postal Service regulations and policies. For more information, see the HBK AS-353, *Guide to Privacy and the Freedom of Information Act* <https://about.usps.com/handbooks/as353.pdf>.

Information Security Requirements for All Personnel

- See Handbook AS-805 for the protection requirements of Postal Service information during international travel.
- Report suspicious behavior of employees, contractors, suppliers, or visitors to your supervisor. Remember “If you see something, say something.”

**How to protect sensitive-enhanced information to which you have access...**

**Implement all of the protection requirements associated with sensitive information and in addition:**

- Limit distribution in e-mail and hardcopy to those persons who have a specific job-related need-to-know for sensitive-enhanced information.
- Create an inventory listing and track sensitive-enhanced hard-copy and electronic information from creation to destruction.
- Appropriate security requirements must be implemented when processing (i.e., transferring, copying, storing, mailing, and destroying) employee medical records or protected health information (PHI).

**If you collect credit card information:**

- Periodically check point-of-sale devices to ensure they have not been tampered with (i.e., skimmers have not been installed).
- When accepting credit cards, ensure that the credit card information on the card is protected from view by other customers to prevent the taking of a photo of the card with a mobile phone or observation and memorization of the full credit card number.
- Ensure credit cards are signed.
- Credit cards are not accepted for purchase of money orders, trust fund deposits, permit imprint deposits, purchase of pre-canceled stamps, periodical postage, postage meter setting, money-by-wire, employee debt reconciliation, COD funds, or bulk mailings.
- PANs must not be sent via end-user messaging technologies.
- Encrypt all transmissions containing cardholder data.
- Follow the standard operating procedures for processing debit cards.

## Information Security Requirements for All Personnel

- Ensure that the customer has privacy when entering their personal identification number (PIN).

**If you process credit card information:**

- Protect credit card numbers from view by individuals that do not have a need to know.
- Credit card numbers should not be used for development or testing.
- Mask credit card numbers when displayed (the first six and the last four digits are the maximum digits displayed).
- De-identify or remove credit card numbers from removable media and audit logs.
- Keep cardholder information storage to a minimum and limit retention time.
- Physically secure all hardcopy and electronic media containing cardholder data.
- Maintain strict control over internal and external distribution of cardholder data.
- Log and track all media removed from the facility.
- Encrypt PCI information throughout the life cycle.

**What not to do with sensitive and sensitive-enhanced information to which you have access...**

- Do not store sensitive or sensitive-enhanced information on devices not owned by the Postal Service.
- Do not co-mingle sensitive or sensitive-enhanced information with non-Postal Service information.
- Do not remove sensitive or sensitive-enhanced information from Postal Services premises without approval in writing from the functional vice president (data steward) and chief information officer or their designees.
- Do not reveal sensitive or sensitive-enhanced information without management approval.
- Do not print sensitive or sensitive-enhanced information on printers where unauthorized people may see the output.
- Do not copy sensitive or sensitive-enhanced information unless you can protect the copies.
- Do not send (via e-mail, IM, chat, etc.) sensitive or sensitive-enhanced information unless you are able to protect (e.g., encrypt) it.

Information Security Requirements for All Personnel

- Do not discuss sensitive or sensitive-enhanced information in an open area where others might overhear the conversation.
- Do not send sensitive or sensitive-enhanced information by facsimile without management approval.
- Do not delete e-mails that include PCI/PAN information without de-identifying or encrypting the data.
- To de-identify the PCI/PAN data:
  - Select "Actions" from the Outlook menu bar.
  - Select "Edit Message" from the menu options.
  - Delete all PCI/PAN information.
  - "Save" the e-mail.
  - At this point, it's safe to delete the message.

## Critical (Moderate) Information

**Critical**  
Essential for uninterrupted Postal Service operations or to protect health and safety of Postal Service personnel.

**Information is designated as critical (moderate) information if its unavailability would have a serious adverse impact (e.g., systems temporarily unavailable, mail delivery delayed) on the following:**

- Customer or employee injury, safety, or health.
- Payment to suppliers or employees.
- Revenue collection.
- Movement of mail.
- Communications.
- Infrastructure services.
- Legal or regulatory requirements.

## Critical (High) Information

**Information is designated as critical (high) information if its unavailability would have a catastrophic adverse impact (e.g., complete systems or infrastructure failure, mail delivery suspended) on the following:**

- Customer or employee death, safety, or health.
- Payment to suppliers or employees.
- Revenue collection.
- Movement of mail.
- Communications.
- Legal or regulatory requirements.



**What to do with critical (moderate or high) information to which you have access...**

- Protect critical information on workstations, laptop computers, and hand-held devices against theft.
- Invoke a password-protected screen saver when leaving your information resource unattended. Remember "Control-Alt-Delete (and select "lock this computer") before you leave your seat."
- Store critical information in a controlled area or a locked cabinet or desk.
- Back up critical information regularly and label copies.
- Store back-up media offsite in a secure location.

**What not to do with critical (moderate or high) information to which you have access...**

- Do not leave critical information in an unprotected area.

## 5. Protection Against Viruses and Malicious Code

### Worms, Trojan Horses, and Trap Doors

**Be Safe**  
Install the latest virus detection patterns.

Viruses and other forms of malicious code are harmful software that can contaminate, damage, or destroy information resources. Viruses can attach to e-mails, proliferate themselves, and spread automatically from computer to computer, causing widespread damage. Symptoms of infection include:

- Files or data are suddenly unavailable.
- Unexpected processes, such as e-mail transmissions or programs starting on their own.
- Files have been edited when no changes should have occurred.
- Files appear or disappear, or undergo unexpected changes in size.
- Systems display strange messages or mislabel files and directories.
- Systems become slow, unstable, or inaccessible.

## Preventing Infection

### What to do to prevent infection...

**Watch Out**  
Viruses may be included in e-mail.

- Make sure your workstation and any portable computers you use for Postal Service business are equipped with the latest virus protection software and the latest virus scanning pattern recognition file.
- Scan all removable media (e.g., CD, DVD, flash drive) before you use them.
- Scan incoming files before you load or save them to your computer.
- Scan files before sending them to another computer or user.
- Back up software and files frequently and maintain several generations.

### What not to do to prevent infection...

- Do not download unapproved programs, shareware, or freeware from the Internet, diskette, or other media onto Postal Service equipment.
- Do not open unsolicited or suspicious e-mail or attachments.
- Do not modify the configuration of the virus protection software after installation, except as instructed by authorized personnel.
- Do not disable automatic virus scanning programs.

## Responding to Infections

### What to do to responding to infections...

- Stop work if you notice any symptom of infection.
- Call CSOC at (866-877-7247), or send an e-mail to: [CyberSafe@usps.gov](mailto:CyberSafe@usps.gov) and call the IT Service Desk at 800-USPS-HEL(P) (800-877-7435).
- Report the virus incident to your manager or supervisor.

### What not to do to responding to infections...

- Do not use the computer until the CSOC or the IT Service Desk says it is okay to do so.
- Do not wait to report a virus incident.

## 6. Hardware and Software

### Using and Adding Hardware and Software

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**What to do with hardware and software. . .**

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- Use only hardware and software that are approved and are included in the Infrastructure Toolkit (ITK). For information on how to add a product to the ITK:
  - Go to [https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-\(ITK\).aspx](https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-(ITK).aspx).
  - Under the heading Help is a link, ITK Request. Clicking on it will open an e-mail message. Or, you may call 202-268-4585.
- Acquire hardware and software only from official Postal Service suppliers.

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**What not to do with hardware and software . . .**

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- Do not install on Postal Service computers any unapproved software from the Internet, a diskette, CD, or other media.
- Do not use personally owned software on Postal Service computers without management approval.
- Do not violate copyright laws by using unlicensed software or making unauthorized copies of licensed software.
- Do not attach any hardware to Postal Service workstations or networks without written authorization.

## 7. Information Security Incidents

### Recognizing Incidents

**Information Security Incidents**  
Events or situations (suspected, proven, deliberate, or inadvertent) that could expose Postal Service information resources to loss or harm.

Examples of incidents that must be reported include:

- System becomes slow, unstable, or inaccessible (e.g., will not boot properly).
- Unexpected processes start without your input.
- Files disappear or undergo significant and unexpected changes in size.
- System displays strange messages or mislabels files or directories.
- Suspected theft of your identity.
- Stolen, missing, or damaged hardware, software, or electronic media.
- Exposed or missing hard copy files containing sensitive, sensitive-enhanced, or critical information.
- Unauthorized disclosure, modification, misuse, or inappropriate disposal of Postal Service information.
- Internal or external unauthorized attempts to access information resources or the facility where they reside.
- Internal or external intrusions or interference with our networks, including denial-of-service attacks, unauthorized activity on restricted systems, or unauthorized changes to files.
- Unavailability of files or data normally accessible.
- Security violations, suspicious actions, suspicion or occurrence of fraudulent activities, and potentially dangerous activities or conditions.
- Unauthorized individual in a controlled area.

### Preventing Incidents

#### What to do to prevent information security breaches . . .

- If you do not understand any of the requirements in this handbook, ask your immediate supervisor for clarification.
- Take the annual information security training course.
- Display proper identification when in any Postal Service facility.

## Information Security Requirements for All Personnel

- Be aware of your physical surroundings, including weaknesses in physical security and the presence of any unauthorized visitors.
- Protect Postal Service hardware, software, and sensitive, sensitive-enhanced, or critical information.

## Responding to Incidents

### What to do in response to a security incident . . .

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- Immediately report incidents to the CSOC at (866-877-7247) or send an e-mail to [CyberSafe@usps.gov](mailto:CyberSafe@usps.gov). Employees traveling outside the United States should call 001-919-501-9299.
- Notify the following, where appropriate:
  - Service Desk at 800-USPS-HEL(P) (800-877-7435).
  - Immediate supervisor or manager.
  - Local system administrator or local technical support.
  - Security Control Officer.
  - Inspection Service at [ISCyberInvestigations@usps.gov](mailto:ISCyberInvestigations@usps.gov) or call 877-876-2455.
  - Office of Inspector General at 888-877-7644.
- Take action as directed by the CSOC.
- Document all communications and actions taken regarding the incident.
- Complete PS Form 1360, *Information Security Incident Report*, and send it to [CyberSafe@usps.gov](mailto:CyberSafe@usps.gov).

### What not to do . . .

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- Do not dismiss a suspected incident or discount its seriousness.
- Do not postpone reporting a suspected incident, especially a possible incident of a missing computing device in the hope that a lost device may soon be found and reporting it may be avoided; should the device subsequently be located, follow up the initial report with an immediate report indicating the device was found.



## 8. Monitoring of Information Resources

### Why the Postal Service Monitors

The Postal Service has the legal right to monitor use of its information resources. The Postal Service monitors use to ensure these resources are protected and to verify compliance with information security policies and federal regulations. By using Postal Service information resources, you consent to the monitoring of your use of these resources. You have no expectation of privacy when using Postal Service information resources.

### We Are Interested in Hearing From You

For more information, e-mail questions or comments to [information\\_security@usps.gov](mailto:information_security@usps.gov).

## Summary

Safety rules are for your benefit; performing safe work practices and observing Postal Service safety rules is the responsibility of all Postal Service employees.

We expect you to contribute to your safety, as well as the safety of your coworkers, customers, and the mailstream, uphold the security and sanctity of the mail, and conduct safe work practices and participate in safety training.

You must proactively identify harmful mail and remove it from the mailstream and maintain the integrity of our computer systems.

We are counting on you to play a key role in supporting each other as we deliver for the nation.

# Module 5: Your Responsibility to Us: Code of Conduct and Ethics

## Objectives:

Upon completion of this module, you will be able to:

- Describe how you directly affect our ability to provide quality products and services for businesses, customers, and other employees.
- Identify ways in which you influence the customer experience.
- Recall ethics rules and guidelines.
- Adhere to the code of conduct.

## Time Allocated for Module:

- 1 hour and 15 minutes

## Instructional Methods:

- Question and Answer Discussion
- Video

## Participant Material Used:

- Participant Guide

## Media Required:

- ACE Computer/LCD Projector





## **Introduction**

In this module we will discuss your responsibilities to represent the Postal Service in an ethical manner and in compliance with our code of conduct.

### **Conduct on Postal Property**

We also rely on our employees to behave professionally and ethically. It is strategically important for the public to trust us. It is also crucial that your conduct is consistent with rules, regulations, and ethical requirements.

If you choose not to, there can be significant and serious consequences for you personally. Infractions can result in discipline, investigations, dismissal, and even criminal charges. In your new role, we expect the highest levels of integrity and dedication to each other and our customers.

Protect yourself and the Postal Service by doing the right thing, every time. Here is some guidance on how to ensure that you abide by our expectations, and the law, in a variety of situations you may encounter.

First, we will discuss conduct rules and policies, how we expect you to behave as a postal employee. Employees should be familiar with and are expected to follow the policies in the Employee and Labor Relations Manual (ELM), including, but not limited to, section 660 (Conduct). Employees who fail to comply with the ELM may be subject to corrective action up to and including removal from the Postal Service.

Additionally, Poster 7 includes rules that are applicable to postal facilities and property. The Poster 7 rules are not limited to employees. They apply to anyone entering postal facilities or property (e.g., customers). Security personnel, Postal Inspectors, Inspector General special agents, and anyone designated by the Chief Postal Inspector enforce the Poster 7 regulations. This means that while you may be obligated to report violations, enforcement of the Poster 7 rules against customers and other non-employees is strictly the responsibility of security force personnel.

The Poster 7 rules are regulations of the Postal Service. You must follow them, just as you must follow other postal policies and regulations. Management enforces Poster 7 rules with respect to employees.

### **General Restrictions - Preservation of Property**

Do not improperly dispose of rubbish, spit, create any hazard to persons or things, throw articles of any kind from a building, climb up on the roof or any part of the building, or willfully destroy, damage, or remove any property or any part of it. Comply with all signs that indicate prohibited activity or provide directions and any directions given by Security Force personnel or other authorized individuals.

### Disturbances

You may not exhibit disorderly conduct, create loud and unusual noise, or impede the entrance to or departure from Post Offices. This includes obstruction of the usual use of entrances, foyers, corridors, offices, elevators, stairways, and parking lots. Do not impede or disturb employees in the performance of their duties or the general public in transacting business or obtaining services provided on Postal Service property.

### Inspection

Purses, briefcases, and other containers, as well as vehicles and their contents are subject to inspection when entering, while on, and when leaving Postal Service™ property and facilities. If you refuse inspection, you will be denied entry. If you have entered without objection, consent to inspection is implied.

However, items directly brought to a customer mailing acceptance area and deposited in the mail are not subject to inspection, except as provided by the Administrative Support Manual, Section 274. If you are suspected to be in violation of this section, you may be searched in relation to this incident.

Admission to properties when closed to the public may be limited to authorized individuals who may be required to sign the register and display identification when requested.

### Gambling

Participating in games for money or other personal property, operating gambling devices, conducting a lottery or pool, or selling or purchasing lottery tickets is prohibited on postal premises. This does not apply to state lottery tickets at vending facilities operated by licensed blind persons where such lotteries are authorized by state law.

### Alcoholic Beverages, Drugs, and Smoking

Anyone under the influence of alcohol or an illegal drug (including marijuana), may not enter Postal Service property or operate a motor vehicle on Postal Service property. Employee possession, sale, or use of any “controlled substance” (except when permitted by law) or of any alcoholic beverage (except as authorized by the Postmaster General or designee) on Postal Service premises is prohibited. While marijuana may be legal in some states, it is illegal under federal law and is considered an illegal drug under postal policy.

Being under the influence of prescription drugs that make it unsafe for you to do your job is prohibited during working time. If you are required to take physician-prescribed drugs that could impair your mental or physical abilities, you must notify your supervisor.

Smoking, defined as having a lighted or activated electronic cigar, cigarette, pipe, or other smoking material, is prohibited in all Postal Service buildings and office space, including public lobbies or around the mail.

### Possession of Firearms and Other Dangerous Weapons

No person on postal property, including postal facilities and personal or postal vehicles parked on postal property, may possess a firearm or other dangerous weapon, carry or store firearms, explosives, or other dangerous or deadly weapons, either openly or concealed at any time, except for official purposes. This rule applies regardless of any other state or local law to the contrary.

Report all firearms violations immediately to the United States Postal Inspection Service.

### Soliciting, Electioneering, Collecting Debts, Vending, and Advertising

Do not solicit contributions, campaign for election to any public office, collect private debts, engage in commercial solicitation or vending, display, or distribute commercial advertising, or collect signatures on petitions, polls, or surveys (except as otherwise authorized by Postal Service regulations) on Postal Service property.

These prohibitions do not apply to the following:

- Commercial or nonprofit activities performed under contract with the Postal Service or pursuant to the provisions of the Randolph-Sheppard Act.
- Posting notices on employee bulletin boards as authorized by Title 39, Code of Federal Regulations (CFR) 243.2.
- The solicitation of U.S. Postal Service and other federal, military, or civilian personnel for contributions by recognized agencies as authorized by Executive Order 12353.

### Public Assembly and Public Address

Members of the public may not distribute literature, picket, engage in public assembly, address, or demonstrate in lobbies and other interior areas open to the public.

Depositing or posting handbills, flyers, pamphlets, signs, posters, placards, or other literature, except official Postal Service and governmental notices and announcements is prohibited. This includes the grounds, walks, driveways, parking and maneuvering area, exteriors of buildings or other structures, or on the floors, walks, stairs, racks, desks, writing tables, window-ledges, or furnishings in interior public areas on Postal Service premises.

This does not apply to posting notices on employee bulletin boards as authorized by 39 CFR 243.2 or to interior space assigned to tenants for their exclusive use.

### Photography

Photographs for news purposes may be taken in entrances, lobbies, foyers, corridors, or auditoriums when that space is used for public meetings. The exception is where prohibited by official signs, security force personnel, other authorized personnel, or a federal court order or rule. Other photographs may be taken only with the permission of the local Postmaster or installation head.

### Drivers

Drivers of all vehicles must be in possession of a current and valid driver's license and vehicle registration, drive in a careful and safe manner, comply with signals and directions of security force personnel, and all posted traffic signs. All vehicles in or on Postal Service property must display all current required valid tags and licenses. Drivers who have had their privilege or license to drive suspended or revoked shall not drive any vehicle in or on Postal Service property during that period.

You may not block driveways, entrances, walks, loading platforms, or fire hydrants. Do not park in an unauthorized location, in a reserved location, continuously in excess of 18 hours without permission, or contrary to the direction of posted signs.

### Voter Registration

Voter registration may be conducted in public access areas on Postal Service property only with the approval of the Postmaster or installation head and only in compliance with 39 CFR 232.1(h)(4).

### Discrimination

Discrimination against any person because of race, color, religion, national origin, sex, or disability in the provision of public services is not permitted on postal property.

We are proud to be diverse and inclusive. We expect you to refrain from practicing or tolerating prohibited discrimination or harassment with coworkers and customers, and to report prohibited discrimination or harassment.

Employees found to have taken actions that violate the Postal Service's policies, including, but not limited to, its Equal Employment Opportunity Policy Statement and Policy on Workplace Harassment, may be subject to corrective action up to and including removal from the Postal Service.

## **Ethics**

The Postal Service is a part of America's critical infrastructure, binding the nation together through mail and package services. For the past several years, the public has voted the Postal Service as the most trusted government organization. We need you to maintain that trust. If our customers perceive us as unethical, they will certainly use our competitors for mail and package services. Maintaining the public's trust is absolutely essential to driving positive business results. We are counting on you to maintain the public's trust by having the highest ethical standards.

The Postal Service Ethics Office is a resource available to you when an ethics question arises in your postal career. Do not hesitate to contact the Ethics Office before taking any action. Let's look at several situations and how to handle them.

### **Financial Conflicts of Interest**

A Postal Service employee is prohibited from working on a contract, agreement, initiative, or pilot project with an outside business entity that would affect the financial interests of:

- The employee.
- The employee's spouse.
- The employee's minor child.
- An organization in which the employee is serving as officer, director, trustee, general partner, or employee.
- Future employer (if negotiating for employment).
- If you own more than \$15,000 worth of stock in a company, you are prohibited from working on a postal contract or agreement with that company.

What would you do?

- a) Agree to manage the agreement with Write it Here, Inc.
- b) Decline to manage the agreement with Write it Here, Inc. because you own more than \$15,000 worth of stock in it.
- c) Send an email to the Postal Service Ethics Office ([ethics.help@usps.gov](mailto:ethics.help@usps.gov)) for guidance before taking any action.

In order to avoid a financial conflict of interest, you could have chosen any option except managing the agreement with Write it Here because you own \$15,000 worth of stock in that company. You should decline to manage the agreement with Write it Here because of the conflict. And you should contact the Ethics Office for guidance before taking any action. An employee should not financially benefit from transactions at work.

## **Impartiality**

A Postal Service employee is prohibited from working on a contract, agreement, initiative, or pilot project with an outside business entity if it would affect the financial interests of a member of the employee's household or if a person with whom the employee has a covered relationship owns the outside business entity or represents the outside business entity.

An employee has a covered relationship with:

- Household members (significant other, nanny, relative, tenant).
- Relatives.
- A person for whom the employee's spouse, parent, or dependent child is serving as an officer, director, trustee, general partner, agent, attorney, consultant, contractor, or employee.
- Any person for whom the employee has, within the last year, served as officer, director, trustee, general partner, agent, attorney, consultant, contractor, or employee.
- An organization, other than a political party, in which the employee is an active participant.

If a reasonable person with knowledge of the relevant facts would question your impartiality in the matter, you should obtain authorization from the Ethics Office in advance.

What would you do?

- a) Recommend Andre's Auto Repair to your supervisor.
- b) Start sending postal vehicles to Andre's Auto Repair to be repaired.
- c) Inform your manager that your cousin owns Andre's Repair Shop and someone other than you should evaluate that auto repair shop and determine whether to send postal vehicles to be repaired at that auto repair shop.
- d) Choose a random auto repair shop with outstanding customer reviews.
- e) Contact the Ethics Office ([ethics.help@usps.gov](mailto:ethics.help@usps.gov)) for authorization in advance.

In order to avoid violating the impartiality provision, you could not recommend your cousin's auto repair shop to your supervisor.

You also could not send postal vehicles to your cousin's auto repair shop to be repaired. Another supervisor or manager should independently evaluate Andre's Auto Repair, determine whether to use that shop to repair postal vehicles, and manage any resulting repair agreement with that shop.

You could either choose an auto repair shop that you do not have a relationship with or seek authorization from the Ethics Office in advance. Avoiding the appearance of favoritism maintains the public's trust.

## **Misuse of Position/Time**

A Postal Service employee is prohibited from using his or her postal position for his or her own private gain or for the private gain of friends, relatives, or anyone the employee is affiliated with outside of the Postal Service. Postal time must be spent in an honest effort to perform postal duties. In addition, a Postal Service employee is prohibited from engaging in any sales activity while on duty.

What would you do?

- a) Place the flyers in customers' mailboxes.
- b) Tell customers on your route about your landscaping business.
- c) Do not place the flyers in customers' mailboxes.
- d) Contact the Ethics Office ([ethics.help@usps.gov](mailto:ethics.help@usps.gov)) for guidance.

Here, you could not place flyers advertising your business in customers' mailboxes. You also could not verbally advertise your landscaping business to postal customers on your route. To do so would result in a misuse of position because you would not have access to postal customers if it were not for your postal position. Likewise, any time spent advertising your business while on the clock is a misuse of time. In addition, you could not promote your business to postal customers because you are prohibited from engaging in sales activity while on duty. You also could not complete work for your own business or for your second job while on duty. Our customers expect us to deliver mail, packages, and related services, not a sales pitch.

## **Gifts from Outside Sources**

A Postal Service employee is prohibited from accepting cash or a cash equivalent, such as a MasterCard® or Visa® gift card, from a postal customer. A Postal Service employee is also prohibited from soliciting a gift from a postal customer. A Postal Service employee may accept a noncash gift valued at \$20 or less provided that the total value of gifts received from the same customer does not exceed \$50 in a calendar year.



What would you do?

- a) Accept the \$100.00.
- b) Accept the \$20 gas gift card.
- c) Do not place the envelope asking for tips in the customer's mailbox.
- d) Politely decline the \$100.00.

Here, you must politely decline the \$100.00 because you are prohibited from accepting cash from a postal customer. You must not place the envelope asking for tips in the customer's mailbox because you are prohibited from soliciting a gift from a postal customer. However, you may accept the \$20 gas gift card because it is a noncash gift valued at \$20 or less, assuming that you did not receive more than \$50 total worth of gifts from this same customer this calendar year. Our customers should not feel as though they have to give you cash tips or other gifts in exchange for postal services.

## **Gifts Between Employees**

The gifts between employees provision only applies up the chain of command. In other words, a Postal Service employee is generally prohibited from giving a gift to an official superior or higher paid employee. There are some exceptions to this rule. On a special, infrequent occasion, such as marriage, birth of a child, retirement, resignation, or transfer, an employee may give a supervisor or manager an individual gift appropriate for the occasion.

An employee may also organize a group gift collection for a supervisor or manager on a special, infrequent occasion, but each employee is limited to donating up to \$10 per person, participation must be voluntary, and a nonsupervisory employee must organize the collection. On an occasional basis, such as a birthday or holiday, an employee may give a supervisor or manager a noncash gift valued at \$10 or less. There are no concerns with giving gifts to a coworker on any occasion as long as the coworker's postal salary is not higher than the employee's postal salary.

What would you do?

- a) Donate \$20 for a group gift for your Postmaster's retirement.
- b) Purchase the \$10 coffee gift card for your supervisor's birthday.
- c) Purchase the guitar for your coworker's birthday.
- d) Give your Postmaster an individual gift appropriate to the occasion for her retirement.

Here, you could not donate \$20 for a group gift for your Postmaster's retirement. Each employee is limited to donating up to \$10 for a group gift for a supervisor or manager. You could, however, give your Postmaster an individual retirement gift appropriate for the occasion. You may purchase a \$10 coffee gift card for your supervisor's birthday because it is a noncash gift valued at \$10 or less. You could also purchase a guitar for your coworker's birthday if you are certain that your coworker's postal salary is not higher than your salary. The gifts between employees provisions are designed to prevent employees from attempting to buy the favor of management by purchasing gifts.

The gift must appear on a separate line from the lunch. The gift must be limited to up to \$10 per person. The lunch amount could be any amount that the restaurant or caterer charges per person. The contact must be a nonsupervisory employee so that employees do not feel coerced to contribute or participate. The poster must state that participation is voluntary.

## **Second Job (Supplemental Standards of Ethical Conduct)**

A Postal Service employee is prohibited from getting a second job with a company that delivers mailable matter. This includes delivery companies like Amazon<sup>®</sup>, UPS<sup>®</sup>, FedEx<sup>®</sup>, and DHL<sup>®</sup>. An employee is prohibited from owning an Amazon<sup>®</sup> delivery company. The one exception as it relates to Amazon<sup>®</sup> is that an employee may accept employment with an Amazon<sup>®</sup> subsidiary that does not deliver mailable matter. For example, Amazon<sup>®</sup> owns Whole Foods Market<sup>®</sup>. Because Whole Foods Market<sup>®</sup> is not engaged in the delivery of mailable matter, an employee could get a second job with Whole Foods Market<sup>®</sup>. An employee may get a second job delivering newspapers.

An employee must seek prior approval from the Ethics Office before accepting employment with a company that has a contract with the Postal Service. This includes but is not limited to a company with a Highway Contract Route (HCR) or Contract Delivery Service (CDS) contract. The Postal Service does not award contracts to Postal Service employees, spouses, or family members.

What would you do?

- a) Get a second job at Amazon<sup>®</sup>, UPS<sup>®</sup>, or FedEx<sup>®</sup>.
- b) Get a second job as a driver under a Highway Contract Route (HCR) contract.
- c) Get a second job at Whole Foods Market<sup>®</sup>.
- d) Contact the Ethics Office ([ethics.help@usps.gov](mailto:ethics.help@usps.gov)) for guidance.

Here, you could not get a second job with UPS<sup>®</sup>, FedEx<sup>®</sup>, or the delivery arm of Amazon<sup>®</sup> because these companies deliver mailable matter. You could not get a second job as a driver under a Highway Contract Route (HCR) contract without first obtaining approval from the Ethics Office. You could get a second job with Whole Foods Market<sup>®</sup> because it is an Amazon<sup>®</sup> subsidiary that does not deliver mailable matter. Contact the Ethics Office for guidance. Your loyalty should not be divided between the Postal Service<sup>™</sup> and a competitor.



### **Supplemental Standards of Ethical Conduct For Employees of the United States Postal Service**

#### **5 C.F.R. § 7001.102(a)**

No Postal Service employee shall engage in outside employment or business activities with or for a person, including oneself, engaged in:

- i. The manufacture of any uniform or other product required by the Postal Service for use by its employees or customers;
- ii. The transportation of mail under Postal Service contract to or from the postal facility at which the employee works, or to or from a postal facility within the delivery area of a post office in which the employee works;
- iii. Providing consultation, advice, or any subcontracting service, with respect to the operations, programs, or procedures of the Postal Service, to any person who has a contract with the Postal Service or who the employee has reason to believe will compete for such a contract; or
- iv. The operation of a commercial mail receiving agency registered with the Postal Service, or the delivery outside the mails of any type of mailable matter, except daily newspapers.

#### **5 C.F.R. § 7001.102(b)**

Prior approval\* is required before an employee may engage in outside employment or business activities with or for persons with whom the employee has official dealings on behalf of the Postal Service, or with or for persons, including oneself, whose interests are substantially dependent upon or affected significantly by postal rates, fees, or classifications, or substantially dependent upon providing goods or services to, or for use in connection with, the Postal Service.

#### **5 C.F.R. § 7001.103**

Pursuant to 18 U.S.C. § 440, an employee is prohibited from becoming interested in any contract for carrying the mail, or acting as an agent—with or without compensation—for any contractor, or person offering to become a contractor, in any business before the Postal Service.

*\*Request prior approval from the **Ethics Office** at 202-268-6346 or [ethics.help@usps.gov](mailto:ethics.help@usps.gov).*

*Updated 6/19/2015*

## **Outside Employment and Activities:** ***What You Should Know*** ***About Working Outside the Postal Service***

The *Standards of Ethical Conduct for Employees of the Executive Branch* (Standards) and the *Supplemental Standards of Ethical Conduct for Employees of the U.S. Postal Service* (Supplemental Standards) impose restrictions on postal employees regarding outside employment or business activities that may conflict with their official duties. The Supplemental Standards specifically prohibit postal employees from engaging in certain outside employment and business activities in addition to their postal jobs.

### **Postal employees may NOT engage in outside employment or business activities with or for:**

- A person or company that delivers mailable matter (other than daily newspapers) outside of the U.S. mail. Companies that deliver mailable matter outside the mail include, for example, FedEx, UPS, Amazon, DHL, and all other persons or companies that provide delivery services for items that could otherwise be sent through the mail. This prohibition is not affected by the contracts and agreements between USPS and any such companies;
- A person or company that operates a commercial mail receiving agency (CMRA), such as, for example, The UPS Store, FedEx Print & Ship Center, Mail Boxes Etc., PakMail, and other similar outlets;
- A person or company that manufactures uniforms or other products required by the Postal Service for use by its employees or customers;
- A person or company that moves mail pursuant to Postal Service contract (Highway Contract Routes – HCR) to or from the postal facility at which the employee works and/or within the delivery area of the employee's facility, and
- A person or company that provides consultation, advice, or any subcontracting service regarding postal programs, operations, or procedures, to any person or entity that has a contract with the Postal Service or that seeks to contract with the Postal Service.

**Certain other activities and employment *may* be permitted if prior approval is obtained** from the Ethics Office at USPS Headquarters in accordance with the Supplemental Standards. More information about outside employment and activities can be found on the Postal Blue website at <http://blue.usps.gov/uspslaw/Ethics.htm>, or

**Contact the Ethics Office at**  
**(202) 268-6346 or [ethics.help@usps.gov](mailto:ethics.help@usps.gov)**



## Hatch Act

The Hatch Act prohibits a Postal Service™ employee from engaging in partisan political activity while on duty, in uniform, in a postal vehicle, or on postal property or Federal government property. Partisan political activity is defined as any activity directed towards the success or failure of a partisan political party, candidate, or group. An employee is prohibited from wearing partisan political apparel to work. An employee is also prohibited from placing a partisan political bumper sticker on a postal vehicle. If a personal vehicle is used to deliver the mail, the employee must cover any political bumper stickers while delivering the mail.

If an employee parks his or her personal vehicle in a postal parking lot but does not use the personal vehicle to deliver the mail, the employee may have one standard size bumper sticker per candidate on a personal vehicle. In addition, an employee is prohibited from posting partisan political content to social media or liking partisan political content, while on duty.

Certain activities are prohibited at all times whether on duty or off duty. An employee is prohibited from hosting a political fundraiser, inviting anyone to a political fundraiser, and collecting funds for a political fundraiser. An employee may attend a political fundraiser and donate funds while off duty. An employee is also prohibited from running for office in a partisan election. An election is partisan if any of the other candidates are running as representing a political party, such as the Democratic or Republican party.

What would you do?

- a) Wear the hat.
- b) Put the bumper sticker on the postal vehicle.
- c) Host a political fundraiser.
- d) None of the above.

Here, you could not wear a political hat while on duty. You could not put a political bumper sticker on a postal vehicle. You could not make a political post to social media while on duty. And you could not host a political fundraiser regardless of whether you are on duty or off duty. Our customers don't want to be subjected to your personal political views. Keep politics out of the workplace and you will maintain the American public's trust.

## **Sanctity of the Mail, Theft, and Voyager Cards**

We have discussed the sanctity of the mail and that you may need to drive a postal vehicle in your position. You may encounter two key ethical situations: open mail and the proper use of Voyager gas cards used to fuel postal vehicles.

### **PSE and MHA Debrief**

While you may not deliver mail, these principles still apply to you. You will encounter mail or may even find loose money or items in your environment. These must be turned over to your supervisor immediately.

Don't take a chance with your career, your family, or your freedom. Ethical behavior is always the right choice!

### **Ethics Contact**

There are consequences for violating the ethics statutes and regulations, which could result in discipline up to and including removal. It is not worth your postal career. The Ethics Office is here to advise you. If an ethics question arises, please do not hesitate to contact the Ethics Office in advance.

Email: [ethics.help@usps.gov](mailto:ethics.help@usps.gov)

Telephone: (202) 268-6346

## **Summary**

By maintaining the highest levels of integrity in your position, adhering to the code of conduct, and supporting a harassment free workplace, you avoid serious, possibly criminal, situations. You will also be a positive representative of the Postal Service and uphold our reputation as the most trusted government agency.

The Postal Service has zero tolerance policies regarding sexual harassment, workplace violence, and workplace harassment that apply to all employees of the Postal Service.

Employees may not accept gifts from prohibited sources or gifts offered due to their Postal Service position. Employees may not give a gift or contribute toward a gift for a supervisor or a higher paid employee. You may not act in your Postal Service capacity on anything that affects your financial interest or the financial interest of certain other individuals.

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## OUR PRINCIPLES & STANDARDS OF ETHICAL CONDUCT

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We are committed to upholding the highest principles and standards of ethical conduct in all that we do. We apply these principles and standards in the course of our daily work, and by faithfully observing them, we safeguard the honor of public service and the reputation of the Postal Service. Through them, we hold ourselves and each other accountable for the integrity of our service to our country and to our fellow citizens.



- ETHICS -

## STANDARDS OF ETHICAL CONDUCT

The Standards of Ethical Conduct, which are introduced below, contain specific requirements and address situations where Postal Service employees are likely to encounter ethical dilemmas.

**Use of Government Position.** As an employee, you may not use your position with the Postal Service for your own personal gain or for the benefit of others.

**Conflicting Financial Interests.** You are prohibited from working on postal matters in which you, your spouse or minor child, or certain others have a financial interest.

**Impartiality.** In general, you should not act on a postal matter if a reasonable person who knew the circumstances of the situation could legitimately question your impartiality.

**Seeking Other Employment.** If you are seeking other employment – either a future position or part-time work performed in your off-duty hours – you may not work on particular matters that would affect the prospective employer’s financial interest.

**Outside Activities.** You may not engage in outside employment or other activity if it conflicts with your official duties or violates a law or regulation.

**Gifts from Outside Sources.** Generally, you may not accept gifts that are given because of your official position or that come from certain “outside” or “prohibited” sources.

**Gifts Between Employees.** Generally, you may not give a gift to your official superior. Also, you generally may not accept a gift from another employee who earns less pay.

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- ETHICS -

## CRIMINAL CONFLICT OF INTEREST LAWS

Each of the criminal conflict of interest laws, which are introduced below, prohibits specific types of conduct.

**Conflicting Financial Interests (18 U.S.C. 208)**. You are prohibited from working on postal and Government matters in which you, your spouse or minor child, or certain others have a financial interest. (Note: This prohibition is also discussed in the Standards of Ethical Conduct.)

**Supplementation of Salary (18 U.S.C. 209)**. You may not be paid by someone other than the United States for doing your postal duties.

**Bribery (18 U.S.C. 201)**. You are prohibited from accepting gratuities or bribes to influence your postal actions.

**Representing Others in Claims and Other Matters Affecting the Government (18 U.S.C. 205)**. You are generally prohibited from certain involvement in claims against the United States, or from representing another before the Government in matters in which the United States is a party or has a direct and substantial interest.

**Receiving Compensation in Matters Affecting the Government (18 U.S.C. 203)**. You are prohibited from receiving compensation for representational activities involving certain matters in which the United States is a party or has a direct and substantial interest.

**Restrictions on Former Employees (18 U.S.C. 207)**. After you leave the Postal Service, you may be subject to limitations on your post employment activities.

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- ETHICS -

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## ACCOUNTABILITY

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An ethical workplace is one where ethical conduct is encouraged and supported. It is also one where concerns can be raised without fear of retaliation. If you observe waste, fraud, abuse or other misconduct, there are avenues for reporting it.

The Postal Service's Ethics Office is always a resource for discussing what you have observed.

Likewise, concerns about suspected misconduct should be reported to the U.S. Postal Service Office of Inspector General, or to the Office of Special Counsel.

When we each act with integrity, and expect the same of others, we not only perform with excellence but we engender trust.

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# Module 6: What to Expect as a New Employee

## Objectives:

Upon completion of this module, you will be able to:

- Recall the next steps of the onboarding process.
- Utilize resources to assist you in making a smooth transition to your work unit.
- Describe how you contribute and bring value to the Postal Service.

## Time Allocated for Module:

- 15 minutes

## Instructional Methods:

- Question and Answer Discussion
- Video

## Participant Material Used:

- Participant Guide

## Media Required:

- ACE Computer/LCD Projector



## **Introduction**

### **Arriving at Your Work Unit**

Upon arriving at your work unit, your reporting manager should conduct a meet and greet to ensure that you are prepared for your first day on the job and are able to adjust as quickly as possible.

The manager will:

- Welcome you to the department and introduce you to leadership and staff.
- Provide a departmental overview, including facility workhours, parking arrangements, work schedules, time and leave reporting, emergency contact information, and specific protocols.
- Discuss duties, roles, responsibilities, and expectations.
- Answer any questions or concerns.

The manager may also select a current staff member to serve as an onboarding mentor.

### **Post-Orientation Training**

#### On-The-Job Training

As you enter the postal environment, you will be surrounded by new processes, new terminology, and new expectations. To assist you to become acclimated, employees may be assigned an on-the-job instructor (OJI) once they arrive at the work unit. The OJI assists in demonstrating the skills learned in orientation and training.


You will report to your work location which may be a delivery unit or a plant. You will learn Job-Specific tasks in order to fulfill your role.

### **Employee Evaluation Process**

Every new employee is periodically reviewed as you learn your new job duties. You will have 30-, 60-, and 80-day reviews with your manager or supervisor to discuss your current progress. The reviews are based on calendar days from the initial date of hire, not total number of days on the job.

The discussion will follow PS Form 1750, *Employee Evaluation and/or Probationary Report*, and cover how you are doing so far, what you need assistance with, and establishes an action plan to help you develop in areas where you may struggle. The goal is to provide you with the information, tools, and support you need to succeed.

We are invested in your success and look forward to your bright future with the Postal Service.

		<b>Employee Evaluation and/or Probationary Report</b> <small>(See Instructions on Reverse)</small>																	
1. Employee's Name (First, MI, Last)			2. Employee Identification Number																
3. Title		4. Pay Location	5. Appointment Date	6. Date Probationary Period Ends															
7a. Complete 30-Day Report By:	8a. Complete 60-Day Report By:	9a. Complete 90-Day Report By:	10a. Complete Year End Report By:																
7b. Enter Factor Rating (O, S, U, NO) A _ B _ C _ D _ E _ F _	8b. Enter Factor Rating (O, S, U, NO) A _ B _ C _ D _ E _ F _	9b. Enter Factor Rating (O, S, U, NO) A _ B _ C _ D _ E _ F _	10b. Enter Factor Rating (O, S, U, NO) A _ B _ C _ D _ E _ F _																
7c. Employee's Initials	8c. Employee's Initials	9c. Employee's Initials	10c. Employee's Initials																
11. Supervisor's Signature and Date (End of Probationary Period or Year End)			12. Employee's Signature and Date (Does Not Indicate Agreement)																
<p>Listed below are the factors on which you are to evaluate the employee. Next to each factor are examples of behaviors that would describe performance at the <b>satisfactory</b> level. These are provided as reference points for evaluating performance. Performance substantially above the performance described at the <b>satisfactory</b> level would be rated <b>outstanding</b>, while performance substantially below the <b>satisfactory</b> level would be rated <b>unacceptable</b>. Please indicate your rating of <b>outstanding</b>, <b>satisfactory</b>, or <b>unacceptable</b> for each factor by entering the appropriate letters (O, S, or U) in the boxes in items 7b through 10b. If you have not observed how this person performed on a given factor, or if the factor is not relevant to the position which you are rating, enter "NO" (<b>not observed</b>).</p> <p>O = OUTSTANDING    S = SATISFACTORY    U = UNACCEPTABLE    NO = NOT OBSERVED</p> <table border="1"> <thead> <tr> <th>Factor</th> <th>Examples of Satisfactory Performance Levels</th> </tr> </thead> <tbody> <tr> <td><b>A. Work Quantity</b></td> <td> <ul style="list-style-type: none"> <li>Works at a sufficient speed to keep up with the amount of work required by the position.</li> <li>Accomplishes tasks in an efficient and timely manner.</li> <li>Makes productive use of time when completing assignments.</li> </ul> </td> </tr> <tr> <td><b>B. 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Have Expectations Been Jointly Discussed? <input type="checkbox"/> Yes <input type="checkbox"/> No    Initials: _____ <small>(Supervisor) (Employee)</small>																			
Would You Recommend This Person for Retention or Rehire? <input type="checkbox"/> Yes <input type="checkbox"/> No    Initials: _____ <small>(Supervisor)</small>																			
Please Explain or Provide Additional Comments Below:																			
PS Form 1750, November 2021			1 - Forward to Designated Postal Service Official																

## Resources

Consult this list of resources to learn more about your responsibilities, benefits, and opportunities with the Postal Service.

For useful information on business initiatives, employment opportunities, and USPS forms (handbooks, manuals, publications, management instructions, posters, etc.), visit <http://about.usps.com/>

To view the Human Resources web page, visit <https://liteblue.usps.gov/humanresources/home.shtml>

To view Poster 7, *Rules and Regulations Governing Conduct on Postal Property*, visit <http://about.usps.com/posters/pos7/welcome.htm>

To view Poster 158, *Possession of Firearms and Other Dangerous Weapons on Postal Property is Prohibited by Law*, visit <http://about.usps.com/posters/pos158/welcome.htm>

For additional information about the Hatch Act and other ethical conduct matters, call the HQ Ethics Helpline at (202) 268-6346, or email [ethics.help@usps.gov](mailto:ethics.help@usps.gov)

To view the Domestic Mail Manual, visit [http://pe.usps.com/text/dmm300/dmm300\\_landing.htm](http://pe.usps.com/text/dmm300/dmm300_landing.htm)

To view the International Mail Manual, visit <http://pe.usps.com/text/imm/welcome.htm>

To view Poster 138, *Keep the Mail Safe*, visit <http://about.usps.com/posters/pos138.pdf>

To view Poster 298, *Domestic Hazardous Materials Warning Labels and Markings*, visit <http://about.usps.com/posters/pos298.pdf>

To view Poster 701L, *CHECK FIRST! Dangerous Goods in International or APO/FPO/DPO Mail*, visit <http://about.usps.com/posters/pos701l.pdf>

To view Poster 702, *Dangerous Goods Warning Labels Prohibited in International Mail*, visit <http://about.usps.com/posters/pos702.pdf>

To view Publication 52, *Hazardous, Restricted, and Perishable Mail*, visit <http://pe.usps.gov/cpim/ftp/pubs/Pub52/pub52.pdf>

To hear updated emergency information for your area of employment, call the Emergency Hotline at 1-888-EMERGNC (363-7462)

To view information on Safety, Health and Environment in the ELM 37, *Employee and Labor Manual* (Chapter 8), visit [http://about.usps.com/manuals/elm/html/elmc8\\_001.htm](http://about.usps.com/manuals/elm/html/elmc8_001.htm)

To view the Guide to USPS Health Benefits Plan, visit <https://liteblue.usps.gov/uspsbhp/>



To learn more about benefits for non-career employees, including health coverage through the Federal Employees Health Benefits (FEHB) Program, visit: <a href="https://liteblue.usps.gov/humanresources/benefits/benefits-for-new-employees.shtml">https://liteblue.usps.gov/humanresources/benefits/benefits-for-new-employees.shtml</a>
To request unscheduled leave, call the HRSSC at 1-877-477-3273, TTY 1-866-833-8777
For information on your union organization, contact your local union rep or local personnel office
To view Publication 133, What You Need to Know about EEO, visit <a href="http://about.usps.com/publications/pub133.pdf">http://about.usps.com/publications/pub133.pdf</a>
For information on how to file an MSPB appeal, visit <a href="http://www.mspb.gov">www.mspb.gov</a>
For information on Conduct, see Employee and Labor Manual (ELM) – 666 <a href="http://about.usps.com/manuals/elm/html/elmc6_025.htm">http://about.usps.com/manuals/elm/html/elmc6_025.htm</a>
For information on Diversity, Equal Employment Opportunity, and Affirmative Employment Action, see Employee and Labor Manual (ELM) – 676 <a href="http://about.usps.com/manuals/elm/html/elmc6_034.htm">http://about.usps.com/manuals/elm/html/elmc6_034.htm</a>
To request EEO counseling, use the online Postal Service EEO efile application at: <a href="https://efile.usps.com">https://efile.usps.com</a>
For more information on the No FEAR Act, visit <a href="https://about.usps.com/who/legal/no-fear-act">https://about.usps.com/who/legal/no-fear-act</a>
For assessment, referral, short-term counseling, and/or work/life consultation, contact an EAP Representative at 1-800-EAP-4-YOU (1-800-327-4968), TTY 1-877-492-7341
For information on the Employee Assistance Program, visit <a href="http://www.eap4you.com">www.eap4you.com</a>
For information on employee deals, visit <a href="https://liteblue.usps.gov/news/deals/welcome.htm">https://liteblue.usps.gov/news/deals/welcome.htm</a>
To view Publication 32, Glossary of Postal Terms, visit <a href="http://about.usps.com/publications/pub32/pub32_terms.htm">http://about.usps.com/publications/pub32/pub32_terms.htm</a>
For a PDF or printed version of the Publication 32 for Customer Service or Mail Processing, contact your local training District Facilitator.

**NOTE:** Contact your supervisor or manager for copies of resources found on the Blue Page.

## **Preparing for Your Future**

### **Employee Characteristics**

We want you to exhibit these characteristics:

- Be reliable – excellent attendance and always on time.
- Be energetic.
- Be efficient.
- Work safely.
- Be accurate and precise.
- Be kind and courteous.
- Maintain a great attitude.

As you begin with the Postal Service, remember that you make a difference. Every employee is an integral part of the business. You are the most important part of our organization's brand. You are the face and the voice of our organization's message.

- Be customer focused – talk the business.
- Have a positive attitude.
- Be a team player.
- Work safely.
- Be dependable.
- Bring your best to the Postal Service every day.

We are invested in your success and look forward to you being a part of the Postal Service team.

### **Welcome to the Postal Service!**

You are the face and the voice of our organization to the American public. Be customer focused – promote the business, have a positive attitude, and be a team player. Work safely, be dependable, and bring your best to the Postal Service every day.



## **Module 7: Union Representation**

### **Objectives:**

Upon completion of this module, you will be able to:

- Identify your union representatives.
- Decide whether to join a labor organization.

### **Time Allocated for Module:**

- 1 hour



## ***Introduction***

A union representative will introduce the union that represents your craft/position. They will discuss benefits provided for employees represented by a union and key information about being a union member.

## ***Summary***

You should now be familiar with information about the union that represents your craft and the benefits provided by that union.



# Appendix

## No Fear Act Notice

### No FEAR Act Notice

On May 15, 2002, Congress enacted the "Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002," and as amended by the Elijah E. Cummings Federal Employee Antidiscrimination Act of 2020, which is now known as the No FEAR Act. One purpose of the Act is to "require that Federal agencies be accountable for violations of antidiscrimination and whistleblower protection laws." Public Law 107-174, Summary. In support of this purpose, Congress found that "agencies cannot be run effectively if those agencies practice or tolerate discrimination." Public Law 107-174, Title I, General Provisions, section 101(1).

The Act also requires the United States Postal Service (Postal Service) to provide this notice to Postal Service employees, former Postal Service employees and applicants for Postal Service employment to inform you of the rights and protections available to you under the Federal antidiscrimination laws and whistleblower protection regulations.

### Antidiscrimination Laws

A Federal agency cannot discriminate against an employee or applicant with respect to the terms, conditions or privileges of employment on the basis of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity, including transgender status), age (40 or over), physical or mental disability, or genetic information, disability, or retaliation for engaging in EEO-protected activity as provided by law; or other non-meritorious factors, such as political affiliation, marital status, status as a parent, and past, present, or future military service. Discrimination against Postal Service employees and applicants on these bases is prohibited by one or more of the following statutes and regulations: 29 U.S.C. 206(d), 631, 633a, 791, 42 U.S.C. 2000e-16, Employee and Labor Relations Manual (ELM) 665.23, 666.12.

If you are a Postal Service employee or an applicant for Postal Service employment, and you feel that you have been discriminated against because of race, color, religion, national origin, sex (including pregnancy, sexual orientation, and gender identity including transgender status), age (40 or over), physical or mental disability, or genetic identification, or in retaliation for engaging in an EEO-protected activity, you must consult an EEO counselor before filing a complaint of discrimination. You can request EEO Counseling using the Postal Service EEO efile application at:

<https://efile.usps.com>

After registering, you will be able to initiate a request for EEO counseling by completing and submitting an online form. Alternatively, you may request EEO counseling by mail by providing your name, Social Security or employee identification number, address and telephone number to:

NEEOISO — EEO Contact Center  
PO Box 21979  
Tampa FL 33622-1979.

You must bring your complaint to the attention of the EEO office, as instructed above, by requesting counseling within 45 calendar days of the date of the alleged discriminatory act; within 45 calendar days of the date you know or reasonably should have known about the discrimination; or if a personnel action is involved, within 45 calendar days of its effective date. If you bring an individual complaint and later believe that your case has class-action implications, you may move for class certification at any reasonable point during the processing of your original complaint.

If you believe that you have been the victim of unlawful discrimination on the basis of age, you must either contact the EEO office as noted above, within the time period noted above, or give notice of intent to sue to the Equal Employment Opportunity Commission (EEOC) within 180 calendar days of the alleged discriminatory action. If you are alleging discrimination based on marital status or political affiliation, you may pursue a discrimination complaint by filing a grievance through the Postal Service's administrative or negotiated grievance procedures, if such



procedures apply and are available. If those procedures do not apply or are not available, you may file a written complaint including as much specific information on the alleged violation as possible with the:

Vice President Labor Relations  
U. S. Postal Service  
475 L'Enfant Plaza, SW  
Washington, DC 20260-4100

### **Whistleblower Protection**

A Postal Service employee with authority to take, direct others to take, recommend or approve any personnel action must not use that authority to take or fail to take, or threaten to take or fail to take, a personnel action against an employee or applicant because of disclosure of information by that individual that is reasonably believed to evidence violations of law, rule or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety, unless disclosure of such information is specifically prohibited by law or such information is specifically required by Executive order to be kept secret in the interest of national defense or the conduct of foreign affairs.

Retaliation against an employee or applicant for making a whistleblower protected disclosure is prohibited by ELM 666.18. If you believe that you have been the victim of whistleblower retaliation, the preferred method for filing a complaint with our office is to use the OIG online complaint form at:

[Whistleblower Complaint Form | USPS Office of Inspector General \(usps.oig.gov\)](#)

You can also send us your complaint by mail to:  
ATTN: HOTLINE  
USPS OIG  
1735 North Lynn Street  
Arlington, VA 22209-2020

You may also contact the Office of Inspector General Hotline through facsimile at [866-756-6741](#).

### **Retaliation for Engaging in Protected Activity**

The Postal Service cannot retaliate against an employee or applicant because that individual exercises his or her rights under any of the Federal antidiscrimination laws or whistleblower protection regulations listed above. If you believe that you are the victim of retaliation for engaging in protected activity, you must follow, as appropriate, the procedures described in the Antidiscrimination Laws and Whistleblower Protection sections of this notice or, if applicable, the administrative or negotiated grievance procedures in order to pursue any legal remedy.

### **Disciplinary Actions**

Under the existing laws, the Postal Service retains the right, where appropriate, to discipline a Postal Service employee for conduct that is inconsistent with Federal Antidiscrimination Laws and Whistleblower Protection regulations up to and including removal. Nothing in the No FEAR Act alters existing laws or permits the Postal Service to take unfounded disciplinary action against a Postal Service employee or to violate the procedural rights of a Postal Service employee who has been accused of discrimination.

### **Additional Information**

For further information regarding the No FEAR Act refer to Public Law 107-174 and the Postal Service No FEAR Act Web page <http://www.usps.com/nofearact>.

### **Existing Rights Unchanged**

Pursuant to section 205 of the No FEAR Act, neither the Act nor this notice creates, expands or reduces any rights otherwise available to any employee, former employee or applicant under the laws of the United States.

## Job Descriptions

### City Carrier

STD JOB DESCRIPTION

U.S.Postal Service

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**CARRIER (CITY) (Q7-01)**  
**OCCUPATION CODE: 2310-2009**

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**FUNCTIONAL PURPOSE:**

Delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and procedures commonly used, and with the geography of the area. May be required to carry mail weighing up to 35 pounds in shoulder satchels or other equipment and to load or unload container of mail weighing up to 70 pounds.

**DUTIES AND RESPONSIBILITIES:**

1. Routes or cases all classes of mail in sequence of delivery along an established route. Rearranges and relabels cases as required.
2. Withdraws mail from the distribution case and prepares it in sequence for efficient delivery by himself or a substitute along an established route. Prepares and separates all classes of mail to be carried by truck to relay boxes along route for subsequent delivery.
3. Handles undeliverable mail in accordance with established procedures.
4. Delivers mail along a prescribed route, on foot or by vehicle, on a regular schedule, picking up additional mail from relay boxes as needed. Collects mail from street letter boxes and accepts letters from mailing from customers; on certain routes may deliver mail that consists exclusively of parcel post, or the collection of mail.
5. Uses portable electronic scanner as instructed.
6. Delivers and collects charges on customs, postage-due, and c.o.d. mail matter. Delivers and obtains receipts for registered and certain insured mail. Signs for such matter, except insured mail, at the post office before beginning route and accounts for it upon return by payments of the amounts collected and delivery of receipts taken.
7. Deposits in the post office mail collected on the route upon returning from the route.
8. Checks, and corrects if necessary, mailing cards from advertisers bearing names and addresses of customers or former customers on the route.
9. Furnishes customers with postal information and provides change of address cards and other postal forms as needed.
10. Reports to supervisor all unusual incidents or conditions relating to mail delivery, including condition of street letter boxes and centralized delivery equipment.
11. Becomes proficient, when assigned to a route, in the casing of mail on other routes as assigned.
12. Works professionally with other employees in the office.
13. May as a substitute carrier, perform clerical duties and be required to pass examinations on scheme of city primary distribution.
14. In addition, may perform any of the following duties: check hotels and other establishments to ensure that mail for residents undeliverable as addressed is not improperly held; deliver stamps or other paper supplies to contract or classified stations and other designated delivery points; serves at carriers' delivery window; receive and register where practical, all letters and packages of first-class matter properly offered for registration; case mail and make deliveries on other routes as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

**CITY CARRIER ASSISTANT 1 (Q4-01)  
OCCUPATION CODE: 2310-0045****FUNCTIONAL PURPOSE:**

Delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and procedures commonly used, and geography of the area.

**OPERATIONAL REQUIREMENTS:**

CCAs are the only noncareer category in the NALC bargaining unit. The number of CCAs who may be employed in this occupation code in any reporting period must comply with provisions of the USPS/NALC collective bargaining agreement Article 7.1.C.1.

**DUTIES AND RESPONSIBILITIES:**

1. Routes or cases all classes of mail in sequence of delivery along an established route. Rearranges and relabels cases as required.
2. Withdraws mail from the distribution case and prepares it in sequence for efficient delivery independently or by another carrier along an established route. Prepares and separates all classes of mail to be carried by truck to relay boxes along route for subsequent delivery.
3. Handles undeliverable mail in accordance with established procedures.
4. Delivers mail along a prescribed route, on foot or by vehicle, on a regular schedule, picking up additional mail from relay boxes as needed. Collects mail from street letter boxes and accepts letters from mailing from customers; on certain routes may deliver mail that consists exclusively of parcel post, or the collection of mail.
5. Uses portable electronic scanner as instructed.
6. Delivers and collects charges on customs, postage-due, and C.O.D. mail matter. Delivers and obtains receipts for registered and certain insured mail. Signs for such matter, except insured mail, at the post office before beginning route and accounts for it upon return by payments of the amounts collected and delivery of of receipts taken.
7. Deposits in the post office mail collected on the route upon returning from the route.
8. Checks, and corrects if necessary, mailing cards from advertisers bearing names and addresses of customers or former customers on the route.
9. Furnishes customers with postal information and provides change of address cards and other postal forms as needed.
10. Reports to supervisor all unusual incidents or conditions relating to mail delivery, including condition of street letter boxes and centralized delivery equipment.
11. Becomes proficient, when assigned to a route, in the casing of mail on other routes as assigned.
12. Works professionally with other employees in the office.
13. May as a CCA, perform clerical duties and be required to pass examinations on scheme of city primary distribution.
14. In addition, may perform any of the following duties: check hotels and other establishments to ensure that mail for residents undeliverable as addressed is not improperly held; deliver stamps or other paper supplies to contract or classified stations and other designated delivery points; serves at carriers' delivery window; receive and register where practical, all letters and packages of first-class matter properly offered for registration; case mail and make deliveries on other routes as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**CITY CARRIER ASSISTANT 2 (Q4-01)  
OCCUPATION CODE: 2310-0046**

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**FUNCTIONAL PURPOSE:**

Delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and procedures commonly used, and with the geography of the area.

**OPERATIONAL REQUIREMENTS:**

CCAs are the only noncareer category in the NALC bargaining unit. This occupation code is to be used pursuant to the provisions of Article 7.1.C.2 of the USPS/NALC collective bargaining agreement.

**DUTIES AND RESPONSIBILITIES:**

1. Routes or cases all classes of mail in sequence of delivery along an established route. Rearranges and relabels cases as required.
2. Withdraws mail from the distribution case and prepares it in sequence for efficient delivery independently or by another carrier along an established route. Prepares and separates all classes of mail to be carried by truck to relay boxes along route for subsequent delivery.
3. Handles undeliverable mail in accordance with established procedures.
4. Delivers mail along a prescribed route, on foot or by vehicle, on a regular schedule, picking up additional mail from relay boxes as needed. Collects mail from street letter boxes and accepts letters from mailing from customers; on certain routes may deliver mail that consists exclusively of parcel post, or the collection collection of mail.
5. Uses portable electronic scanner as instructed.
6. Delivers and collects charges on customs, postage-due, and C.O.D. mail matter. Delivers and obtains receipts for registered and certain insured mail. Signs for such matter, except insured mail, at the post office before beginning route and accounts for it upon return by payments of the amounts collected and delivery of receipts taken.
7. Deposits in the post office mail collected on the route upon returning from the route.
8. Checks, and corrects if necessary, mailing cards from advertisers bearing names and addresses of customers or former customers on the route.
9. Furnishes customers with postal information and provides change of address cards and other postal forms as needed.
10. Reports to supervisor all unusual incidents or conditions relating to mail delivery, including condition of street letter boxes and centralized delivery equipment.
11. Becomes proficient, when assigned to a route, in the casing of mail on other routes as assigned.
12. Works professionally with other employees in the office.
13. May as a CCA, perform clerical duties and be required to pass examinations on scheme of city primary distribution.
14. In addition, may perform any of the following duties: check hotels and other establishments to ensure that mail for residents undeliverable as addressed is not improperly held; deliver stamps or other paper supplies to contract or classified stations and other designated delivery points; serves at carriers' delivery window; receive and register where practical, all letters and packages of first-class matter properly offered for registration; case mail and make deliveries on other routes as assigned.

## Rural Carrier

**STD JOB DESCRIPTION**

U.S.Postal Service

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**RURAL CARRIER (RCS-00)  
OCCUPATION CODE: 2325-01XX**

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**FUNCTIONAL PURPOSE:**

Cases, delivers, and collects mail along a prescribed rural route using a vehicle; provides customers on the route with a variety of services.

**DUTIES AND RESPONSIBILITIES:**

1. Sorts mail in delivery sequence for the assigned route.
2. Receives and signs for accountable mail.
3. Loads mail in vehicle.
4. Delivers mail to customers along a prescribed route and on a regular schedule by a vehicle; collects monies and receipts for accountable mail; picks up mail from customers' roadside boxes.
5. Sells stamps, stamped paper and money orders; accepts C.O.D., registered, certified, and insured mail and parcel post; furnishes routine information concerning postal matters and provides requested forms to customer.
6. Returns mail collected, undeliverable mail, and submits monies and receipts to post office.
7. Prepares mail for forwarding and maintains records of change of address information.
8. Prepares a daily trip report and maintains a list of the customers on the route.
9. Conducts special surveys when required.
10. Maintains an inventory of stamps and stamped paper as needed to provide service to customers on the route.
11. Provides for mail security at all times.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**RURAL CARR ASSOC/SRV REG RTE (RAUX-05)  
OCCUPATION CODE: 2325-07XX**

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**FUNCTIONAL PURPOSE:**

Cases, delivers, and collects mail along a prescribed rural route using a vehicle; provides customers on the route with a variety of services.

**OPERATIONAL REQUIREMENTS:**

This position is authorized for a non-career employee serving as relief on a regular rural route.

**DUTIES AND RESPONSIBILITIES:**

1. Sorts mail in delivery sequence for the assigned route.
2. Receives and signs for accountable mail.
3. Loads mail in vehicle.
4. Delivers mail to customers along a prescribed route and on a regular schedule by a vehicle; collects monies and receipts for accountable mail; picks up mail from customers' roadside boxes.
5. Sells stamps, stamped paper and money orders; accepts C.O.D., registered, certified, and insured mail and parcel post; furnishes routine information concerning postal matters and provides requested forms to customer.
6. Returns mail collected, undeliverable mail, and submits monies and receipts to post office.
7. Prepares mail for forwarding and maintains records of change of address information.
8. Prepares a daily trip report and maintains a list of the customers on the route.
9. Conducts special surveys when required.
10. Maintains an inventory of stamps and stamped paper as needed to provide service to customers on the route.
11. Provides for mail security at all times.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**RURAL CARR ASSOC/SRV VAC RTE (RAUX-05)  
OCCUPATION CODE: 2325-08XX**

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**FUNCTIONAL PURPOSE:**

Cases, delivers, and collects mail along a prescribed rural route using a vehicle; provides customers on the route with a variety of services.

**OPERATIONAL REQUIREMENTS:**

This position is authorized for a non-career employee serving on a vacant rural route.

**DUTIES AND RESPONSIBILITIES:**

1. Sorts mail in delivery sequence for the assigned route.
2. Receives and signs for accountable mail.
3. Loads mail in vehicle.
4. Delivers mail to customers along a prescribed route and on a regular schedule by a vehicle; collects monies and receipts for accountable mail; picks up mail from customers' roadside boxes.
5. Sells stamps, stamped paper and money orders; accepts C.O.D., registered, certified, and insured mail and parcel post; furnishes routine information concerning postal matters and provides requested forms to customer.
6. Returns mail collected, undeliverable mail, and submits monies and receipts to post office.
7. Prepares mail for forwarding and maintains records of change of address information.
8. Prepares a daily trip report and maintains a list of the customers on the route.
9. Conducts special surveys when required.
10. Maintains an inventory of stamps and stamped paper as needed to provide service to customers on the route.
11. Provides for mail security at all times.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**RURAL CARR ASSOC/SRV AUX RTE (RAUX-05)  
OCCUPATION CODE: 2325-09XX**

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**FUNCTIONAL PURPOSE:**

Cases, delivers, and collects mail along a prescribed rural route using a vehicle; provides customers on the route with a variety of services.

**OPERATIONAL REQUIREMENTS:**

This position is authorized for a non-career employee serving an auxiliary rural route.

**DUTIES AND RESPONSIBILITIES:**

1. Sorts mail in delivery sequence for the assigned route.
2. Receives and signs for accountable mail.
3. Loads mail in vehicle.
4. Delivers mail to customers along a prescribed route and on a regular schedule by a vehicle; collects monies and receipts for accountable mail; picks up mail from customers' roadside boxes.
5. Sells stamps, stamped paper and money orders; accepts C.O.D., registered, certified, and insured mail and parcel post; furnishes routine information concerning postal matters and provides requested forms to customer.
6. Returns mail collected, undeliverable mail, and submits monies and receipts to post office.
7. Prepares mail for forwarding and maintains records of change of address information.
8. Prepares a daily trip report and maintains a list of the customers on the route.
9. Conducts special surveys when required.
10. Maintains an inventory of stamps and stamped paper as needed to provide service to customers on the route.
11. Provides for mail security at all times.



## Postal Support Employee

### STD JOB DESCRIPTION

U.S.Postal Service

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#### **PSE CLERK MAIL RECOVERY CENTER (P4-06) OCCUPATION CODE: 2395-0030**

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#### **FUNCTIONAL PURPOSE:**

Performs clerical work involved in the review and disposition of unpaid and dead letter mail and parcels that are considered dead mail.

#### **OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

#### **DUTIES AND RESPONSIBILITIES:**

1. Unloads undeliverable mail from trucks. Places mail from trucks onto parcel belts, based on mail type, for examination and processing.
2. Opens and reviews undeliverable and non-returnable letters and parcels to determine name and address of sender or addressee; prepares mail for delivery when an address is identified and applies any required fees.
3. Provides proper security and disposition of all mail and loose items in the mail received at a Mail Recovery Center; maintains applicable records and prepares required reports.
4. Operates automated and mechanized equipment used to process undeliverable and non-returnable mail.
5. Separates into categories and maintains a record of accountable mail, unidentified parcels, merchandise and articles found loose in the mail, and letters and parcels containing money or other valuable articles; places fully examined and processed mail into appropriate inventory location.
6. Assists in the preparation and distribution of catalogs, notices, and postings concerning items to be sold at auction.
7. Makes final disposition of undeliverable and non-returnable mail having no obvious value.
8. Furnishes information in response to customer input from Mail Recovery Center Inventory Management System (MRCS) concerning undeliverable and non-returnable mail.
9. Prepares required reports and correspondence on disposition of undeliverable items in response to inquiries from Postal employees and customers.
10. Performs other job-related tasks in support of primary duties.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE DATA CONVERSION OPERATOR (P4-05)  
OCCUPATION CODE: 2395-0013**

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**FUNCTIONAL PURPOSE:**

Operates data conversion equipment in transforming information from source documents to computer input forms.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates conventional keypunch and electronic data entry equipment from source documents to an input suitable for computer processing.
2. Performs a mechanical verification of keypunched information.
3. Selects correct program format and operating mode for each data entry system job application.
4. Prepares and maintains program control cards for jobs processed on keypunch/key verifier equipment for each specific job.
5. Maintains format instructions for all keypunching jobs performed in the facility.
6. Records machine utilization information for each and submits to the supervisor.
7. Occasionally performs other job related tasks in support of primary duties.
8. Follows established safe work methods, procedures and safety precautions while performing all duties.
9. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE FORKLIFT OPERATOR (P4-06)**  
**OCCUPATION CODE: 2395-0028**

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**FUNCTIONAL PURPOSE:**

Operates a variety of materials handling equipment, including forklifts, warehouse towing tractors, trucks, and track-mounted, overhead power lift, in the movement of materials and supplies at a materiel distribution center.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates forklifts, trucks, towing tractors, or track-mounted, overhead power lift, in the movement of supplies, mailbag equipment, furniture, or other merchandise from one location to another, such as to and from receiving, storage, assembly, packing and shipping areas, railroad car sidings, trucks, trailers and other warehouses.
2. Prepares incoming and outgoing stock for warehousing or shipping, including re-skidding, labeling, and marking.
3. Stacks and/or unstacks palletized, boxed, and crated items, equipment and supplies; ensures proper storage, stacking, selection and layout of merchandise, equipment, and supplies avoiding damage and/or breakage; ensures that aisles are kept open.
4. Checks merchandise received and shipped for correct quantities, type, and weights are correct; notifies supervisor of errors.
5. Evaluates changes in storage requirements when material is to be added or deleted from stock; makes necessary adjustments ensuring adequate space is provided.
6. Selects and transfers to shipping area material called for by requisitions, labels, back orders, transfer notices, or other documents; segregates material by destination; attaches labels and/or tags as required.
7. Recognizes container characteristics and suitability for sustaining weight such as encountered in palletized storage operations; ensures that established storage and pallet patterns are adhered to.
8. Practices first-in, first-out principle of materials storage; detects discrepancies which may hinder the correct selection or inventory of stock; eliminates multiple storage locations of identical items.
9. Operates computer terminal for stock status inquiries or data entry; participates in physical inventory/cycle count as required.
10. Operates electronic barcoding equipment for receipt, identification, inventory, storage, and distribution of materials.
11. In addition, may perform the following duties: oversee packer/warehouseman; clean-up of work areas and equipment; make minor adjustments and repairs to equipment when mechanic not available.

**STD JOB DESCRIPTION**

U.S. Postal Service

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**PSE LABEL PRINTING TECH (P4-06)  
OCCUPATION CODE: 2395-0012**

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**FUNCTIONAL PURPOSE:**

Produces printed materials (forms, letters, labels, etc) used by postal facilities associated with daily retail, delivery and mail processing operations including the distribution and dispatch of mails. They make frequent changes in the equipment used in preparation of the printed materials; operates and services the machines used to produce printed materials.

**DUTIES AND RESPONSIBILITIES:**

1. Sets up and operates varitype, headliners, plate makers, offset printing presses, high speed production printers and finishing equipment to produce printed materials. Adjusts machines to accommodate for the different size and weight of stock utilized in the printing operation.
2. Produces current up-to-date changes in the printing of postal forms, labels, letters and documents from instructions and diagrams furnished and issued by the department to ensure proper formatting, quality and accuracy of material that are printed and shipped from the facility.
3. Maintains production and quality of machine output by ensuring equipment is properly setup to produce material based on specifications. Makes other adjustments designed to produce maximum legibility.
4. Removes and/or receives completed printed material from production areas and arranges items in lots for shipping to requisitioners.
5. Makes revisions based on notice of changes after production has started and correctness of revisions is dependent on technicians knowledge and experience.
6. Receives, examines, and stores supplies of paper stock, stencils, inks, cartons, etc., in stock room or designated storage area to meet normal daily needs of machine operators.
7. Maintains machine in proper working order, operating so as to prevent breakdowns but maintaining maximum production; oils, cleans parts, and makes minor repairs to machines.
8. Assists in the editing of requisitions; finishing products; packing and shipping of printed materials.
9. Performs other job related tasks in support of primary duties.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE MAIL PROCESSING CLERK (NEW WORK) (P4-06)  
OCCUPATION CODE: 2395-0035**

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**FUNCTIONAL PURPOSE:**

Performs a variety of clerk duties required to process mail using automated mail processing equipment or manual methods of sortation and distribution.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Makes one or more sortations of outgoing and/or incoming mail using the appropriate sort program or manual distribution scheme.
2. On a rotation basis, performs all of the following duties: loads mail onto automated equipment, culling out non-processable items; enters sort plan and starts equipment; monitors flow of mail to ensure continuous feed; sweeps separated mail from bins stackers; and stops equipment when distribution run or operation is completed. Runs machine reports, clears jams and contacts maintenance for assistance when required.
3. Prepares work area, ensuring all necessary support equipment and materials, including labels, trays, and other containers, are in place.
4. Removes sorted mail from bins or separations and places into appropriate trays or containers for further processing or dispatch based on knowledge of operating plans and dispatch schedules, or at the instruction of supervisors or expeditors; may riffle or verify mail to ensure sortation accuracy as needed.
5. In addition, may perform any of the following duties: provide service at public window for non-financial transactions; maintain records of mails; examine balances in advance deposit accounts; and record and bill mail requiring special service.
6. Follows established safe work methods, procedures and safety precautions while performing all duties.
7. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE MAIL PROCESSING CLERK (P4-06)  
OCCUPATION CODE: 2395-0018**

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**FUNCTIONAL PURPOSE:**

Performs a variety of clerk duties required to process mail using automated mail processing equipment or manual methods of sortation and distribution.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Makes one or more sortations of outgoing and/or incoming mail using the appropriate sort program or manual distribution scheme.
2. On a rotation basis, performs all of the following duties: loads mail onto automated equipment, culling out non-processable items; enters sort plan and starts equipment; monitors flow of mail to ensure continuous feed; sweeps separated mail from bins stackers; and stops equipment when distribution run or operation is completed. Runs machine reports, clears jams and contacts maintenance for assistance when required.
3. Prepares work area, ensuring all necessary support equipment and materials, including labels, trays, and other containers, are in place.
4. Removes sorted mail from bins or separations and places into appropriate trays or containers for further processing or dispatch based on knowledge of operating plans and dispatch schedules, or at the instruction of supervisors or expeditors; may riffle or verify mail to ensure sortation accuracy as needed.
5. In addition, may perform any of the following duties: provide service at public window for non-financial transactions; maintain records of mails; examine balances in advance deposit accounts; and record and bill mail requiring special service.
6. Follows established safe work methods, procedures and safety precautions while performing all duties.
7. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE MARK UP CLERK- AUTOMATED (P4-06)  
OCCUPATION CODE: 2395-0014**

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**FUNCTIONAL PURPOSE:**

Assists with, and performs a variety of clerical duties to process undeliverable mail as addressed.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates a computer keyboard to enter and extract data from several databases including change of address, mailers' database and address correction.
2. Selects correct program and operating mode for each application.
3. Affixes labels to mail either manually or with mechanical devices.
4. Prepares forms for address correction services and/or scanning operation.
5. Manually distributes processed markups to appropriate separations for further handling.
6. Returns incomplete documents and records to delivery offices when necessary.
7. May operate an optical scanner and computer to process postal forms.
8. May view input from scanned postal forms on computer screen.
9. May operate a photo copy machine.
10. Follows established safe work methods, procedures and safety precautions while performing all duties.
11. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE MOTOR VEH OPR (NEW WORK) (P4-07)  
OCCUPATION CODE: 2395-0032**

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**FUNCTIONAL PURPOSE:**

Assists with, and operates, a mail truck on a pre-established route to pick up and transport mail in bulk. This is a non-career position.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Picks up and delivers bulk quantities of mail at stations, branch office, and terminal points; as required, picks up mail from collection boxes and deposits mail in relay boxes.
2. Operates truck in conformance with time schedules and rules of safety, and in accordance with instructions regarding the route assigned.
3. Determines condition of the truck prior to leaving and upon returning to the garage; reports all accidents, mechanical defects and mechanical failures while on route.
4. Performs other duties as assigned, such as, driving a tractor and semitrailer on occasion, unloading bagged mail and packages at post offices and picking up mail for delivery to a central point; preparing daily trip reports showing work performed; and making minor mechanical repairs to truck in emergencies while on route.



**STD JOB DESCRIPTION**

U.S.Postal Service

**PSE SALES & SERV/DISTR ASSOC (NEW WORK) (P4-06)  
OCCUPATION CODE: 2395-0034****FUNCTIONAL PURPOSE:**

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; may use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of retail lobby by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
10. May assign and clear accountable items and distribute mail as required.
11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.
12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.
13. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.
14. May perform additional duties such as: maintain records of mails; face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE SALES & SVCS/DISTRIBUTION ASSOCIATE (P4-06)  
OCCUPATION CODE: 2395-0017**

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**FUNCTIONAL PURPOSE:**

Performs distribution and a variety of sales and customer support services for products. Maintains pleasant and effective public relations with customers and others requiring a general familiarity with postal laws, regulations, and procedures commonly used.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, other retail products, passport acceptance (where applicable) and other retail services; May use a computerized system, accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries, and providing information to the public regarding postal regulations.
2. Provides sales and customer service support by greeting customers and explaining store layout; determining special interests and referring to sales and promotional programs; offers assistance in product selection; provides lobby assistance that includes monitoring the retail line, directing customers to the self-service kiosk (SSK) (where applicable), and/or using Mobile Point of Service (mPOS) to complete transactions (where applicable).
3. Provides product and service information to customers, including informing customers regarding special offers; suggestive selling related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.
4. Handles and processes customer purchases and returns relating to products and services and may use a point of sale system. Assists customers with transactions.
5. Maintains appearance of retail lobby by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers. Performs routine maintenance on SSKs and mPOS, including trouble shooting.
6. Conducts product inventories by counting items on hand; attaches and removes security devices; accounts for items on display; and verifies and records sales floor inventory and shrinkage. Brings inventory discrepancies and shrinkage reports to the attention of the appropriate supervisory presence.
7. May verify presort and bulk mailings of all classifications computing and maintaining on a current basis mailers' credit balances.
8. Checks and sets post office postage meters.
9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.
10. May assign and clear accountable items and distribute mail as required.
11. Distributes primary and one or more secondary schemes of incoming mail by delivery point based on a knowledge of the distribution scheme established for the office, branch or station.
12. Distributes primary and one or more secondary schemes of outgoing mail for dispatch based on knowledge of current distribution schemes.
13. May perform passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application and ensuring all documents are stored securely and mailed promptly.
14. May perform additional duties such as: maintain records of mails; face and cancel mail; make emergency carrier relays; label and tie out mail for dispatch and other related duties for distribution.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE STAMP FULFILLMENT SERVICES CLK (P4-06)  
OCCUPATION CODE: 2395-0039**

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**FUNCTIONAL PURPOSE:**

Performs fulfillment and manufacturing activities and functions that relate to the sale and distribution of stamps and stamp products to include but not limited to individual orders, subscriptions, and provides cancellation services for the USPS and customer products.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions in Stamp Fulfillment Services (SFS) only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates canceling, imprinting, affixing, over-wrapping, and inserting equipment.
2. Operates other machines in support of primary duties.
3. Cleans and makes minor adjustments to machines.
4. Opens mail containing checks and cash deposits for orders.
5. Controls mail order and prepares for processing.
6. Fills customer orders for stamps and stamp products which can be rapidly handled in assembly line fashion.
7. Tears, affixes and cancels stamps for stamp products or other cancellation services.
8. Assembles stamp orders against order process sheets ensuring stock is properly inventoried and documented for accountability.
9. Wraps and packs orders for mailing.
10. Maintains necessary file, records and reports related to stamps and/or stamp products and subscriptions.
11. Assists in identifying problems related to handling accountable stamps, stamped paper, and philatelic products; assists with inventory maintenance related to stamp stock, fills and verifies requisitions for these items.
12. Performs other job related tasks in support of primary duties which may include dispatch and routing activities associated with stamp products and its inventory.

**STD JOB DESCRIPTION**

U.S. Postal Service

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**PSE SUPPLY CENTER CLERK (P4-06)  
OCCUPATION CODE: 2395-0023**

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**FUNCTIONAL PURPOSE:**

Performs a variety of activities involved in the receipt, handling, inspection, warehousing, and shipping of materials, including postal money orders.

**OPERATIONAL REQUIREMENTS:**

For use at distribution and supply centers.

**DUTIES AND RESPONSIBILITIES:**

1. Receives stock delivered; inspects, counts and checks off items against manifests, contracts, and orders for overages, shortages, or damages.
2. Prepares and types reports using computer technology of receipt and inspection of stock and equipment; provides information for claims; posts receipts and updates computer files.
3. Selects items from stock; packages items for shipment; prepares required documentation for transportation and shipment.
4. Receives requests for orders of stock and equipment.
5. Receives parts returned for repair; provides identification and determines proper procedure for repair.
6. Prepares incoming material for warehousing, re-skidding, labeling, and marking; warehouses material exercising good housekeeping practices.
7. Contacts vendors and internal customers to coordinate shipping and receiving of materials, including parts, equipment, supplies, and repairs.
8. Observes safety and fire rules and regulations.
9. Inspects shipments of material prior to loading to determine acceptability with commercial shipping practices.
10. Maintains bills of lading log books, records, and computer files of all weights shipped and received.
11. Operates forklift, warehouse towing tractor, or truck as required.
12. Participates in physical inventory/cycle counts.
13. Operates electronic barcoding equipment for receipt, identification, inventory, storage, and distribution of materials.
14. Receives, provides for, stores, and distributes postal money order blanks in accordance with established procedures.
15. Performs other job related duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**PSE TRACTOR TRAILER OPR (NEW WORK) (P4-08)  
OCCUPATION CODE: 2395-0033**

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**FUNCTIONAL PURPOSE:**

Assists with, and operates, a heavy-duty tractor-trailer either in over-the-road service, city shuttle service, or trailer spotting operations on a pre-established route to pick up and transport mail in bulk. This is a non-career position.

**OPERATIONAL REQUIREMENTS:**

This position is to be used for non-career Postal Support Employee positions only.

**DUTIES AND RESPONSIBILITIES:**

1. Operates a tractor-trailer in conformity with time schedules and in accordance with instructions regarding the route assigned; or operates a tractor-trailer in unscheduled service directed move by telephone, two-way radio or through designated supervisors.
2. Picks up and delivers bulk quantities of mail at postal installations, mailing concerns, railroad mail facilities and airports.
3. Ascertains the condition of the tractor-trailer prior to leaving and in returning to garage; reports all accidents, mechanical defects noted, and mechanical failures in the course of the trip.
4. Makes decisions respecting changes in route in emergency; makes emergency decisions respecting loading mail or leaving it for later trip.
5. In addition, may prepare daily trip reports; make minor repairs or adjustments to vehicle in emergencies; load and unload mail; perform other duties as assigned by a supervisor.

## Mail Handler Assistant

### STD JOB DESCRIPTION

U.S.Postal Service

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**MAIL HANDLER ASSISTANT (NEW WORK) (M4-04)  
OCCUPATION CODE: 2315-0102**

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#### FUNCTIONAL PURPOSE:

Loads, unloads, and moves bulk mail and performs other duties incidental to the movement and processing of mail.

#### OPERATIONAL REQUIREMENTS:

This occupation code is to be used pursuant to the provision of Article 7.1.C of the USPS and the National Postal Mail Handlers Union Agreement.

#### DUTIES AND RESPONSIBILITIES:

1. Unloads mail from trucks. Separates all mail received from trucks and conveyors for dispatch to other conveying units and separates and delivers mail for delivery to distribution areas.
2. Places empty sacks or pouches on racks, labels them where prearranged or where racks are plainly marked, dumps mail from sacks, cuts ties, faces letter mail, carries mail to distributors for processing, places processed mail into sacks, removes filled sacks and pouches from racks and closes and locks sacks and pouches. Picks up sacks, pouches, and outside pieces, separates outgoing bulk mails for dispatch and loads mail onto trucks.
3. Handles and sacks empty equipment; inspects empty equipment for mail and restrings sacks.
4. Cancels stamps on parcel post, operates cancelling machines, and carries mail from cancelling machine to distribution area.
5. Assists in supply and slip rooms and operates copy machine and related office equipment.
6. In addition, may perform any of the following duties: make occasional simple distribution of parcel post mail that requires no scheme knowledge; operate electric fork lifts; rewrap damaged parcels; weigh incoming sacks; clean and sweep work areas, offices rest rooms, and trucks where work is not performed by a regular cleaner.
7. Operates equipment and machinery assigned to the jurisdiction of the Mail Handler Union.
8. Performs other duties as assigned.

**STD JOB DESCRIPTION**

U.S.Postal Service

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**MAIL HANDLER ASSISTANT (M4-04)  
OCCUPATION CODE: 2315-0085**

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**FUNCTIONAL PURPOSE:**

Loads, unloads, and moves bulk mail and performs other duties incidental to the movement and processing of mail.

**OPERATIONAL REQUIREMENTS:**

This occupation code is to be used pursuant to the provision of Article 7.1.C of the USPS and the National Postal Mail Handlers Union Agreement.

**DUTIES AND RESPONSIBILITIES:**

1. Unloads mail from trucks. Separates all mail received from trucks and conveyors for dispatch to other conveying units and separates and delivers mail for delivery to distribution areas.
2. Places empty sacks or pouches on racks, labels them where prearranged or where racks are plainly marked, dumps mail from sacks, cuts ties, faces letter mail, carries mail to distributors for processing, places processed mail into sacks, removes filled sacks and pouches from racks and closes and locks sacks and pouches. Picks up sacks, pouches, and outside pieces, separates outgoing bulk mails for dispatch and loads mail onto trucks.
3. Handles and sacks empty equipment; inspects empty equipment for mail and restrings sacks.
4. Cancels stamps on parcel post, operates cancelling machines, and carries mail from cancelling machine to distribution area.
5. Assists in supply and slip rooms and operates copy machine and related office equipment.
6. In addition, may perform any of the following duties: make occasional simple distribution of parcel post mail that requires no scheme knowledge; operate electric fork lifts; rewrap damaged parcels; weigh incoming sacks; clean and sweep work areas, offices rest rooms, and trucks where work is not performed by a regular cleaner.
7. Operates equipment and machinery assigned to the jurisdiction of the Mail Handler Union.
8. Performs other duties as assigned.