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August 28, 2023

Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

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Dear Ivan:

The Postal Service plans to update the August 2022 *Sales and Services Associate (SSA) Academy* training.

The revisions to the training include updated reference material, clarification on existing language as well as corrections to grammatical and structural errors.

Enclosed on compact disc (CD) are the following:

- A narrative explanation of the purpose and effect of the updated *SSA Academy* training.
- A copy of the current *SSA Academy* training.
- A final draft copy of the revised *SSA Academy* training.
- A spreadsheet listing each of the changes.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson".

Shannon Richardson
Director
Contract Administration (APWU)

Enclosure



RE: 2023 Sales and Services Associate (SSA) Academy Training

Mrs. Richardson,

The 2023 Sales and Services Associate (SSA) Academy training provides updates to the August 2022 release. The overall structure has not been changed. Updates to the course content have been made to clarify existing language, correct grammatical and structural errors, and update reference materials.

The updates were based on feedback from and in collaboration with subject matter experts (SMEs), including those assigned by the APWU, Retail and Post Office Operations Capability & Proficiency, and instructors that facilitated the August 2022 release. These updates are intended to assist in ensuring retail employees are qualified to perform their duties.

The SMEs assigned by the APWU, Lead SSAs Mark Apazeller and Janice Nembhard-McLean last reviewed the training content on May 24 and June 12 respectively. As a result of their combined reviews, their suggested feedback was incorporated into the training with the exception of the Ground Advantage material. The only other revisions that have been made are general grammar and formatting edits.

Enclosed are the updated training materials and the Change Control Log.

Sincerely,

Taren Reynolds
Director, Training Development

6197 Sales and Services Associate Academy Update

Change Control Log (Article 19)

Item	Previous State (2022 SSA Academy Release)	Current State	Change Documentation Location in Course
Changed duration of On-the-Job instruction	24 hours	24-40 hours	Module 1: Overview
Updated number of USPS facilities nationwide	Over 31,322	Over 31,247	Module 2: Size and Scope
Updated Annual Revenue	\$70 billion	Updated to \$71.1 billion per OIG website.	Module 2: Size and Scope
Updated Mission, remove Vision Statement	Lists Vision Statement and Mission Statement	Remove Vision statement to match previous update, make mission statements consistent across guides and Powerpoint	Module 2: Understanding the USPS
	<p>1.Performs any variety of sales and customer services at a retail window such as maintaining sufficient inventory of and selling stamps, stamped paper, and other retail products and services and 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.</p> <p>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 special assistance; and answers customer inquiries when needed.</p> <p>3.Provides product and service information to customers, including informing customers regarding special offers; suggesting related merchandise; promoting products based on customer needs. Provides additional information regarding product features and services.</p> <p>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.</p>	<p>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.</p> <p>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).</p> <p>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.</p> <p>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.</p>	
Updated list of Duties and Responsibilities match current description on JDOonline (1-4)			Module 2: Duties and Responsibilities
Updated list of Duties and Responsibilities to what is currently on JDOonline (5-11)	<p>5.Maintains appearance of store by setting up, arranging, and replenishing displays and merchandise racks; ensures display and selling areas, work stations, and storage areas are presentable to customers.</p> <p>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.</p> <p>7.May verify presort and bulk mailings of all classifications, computing and maintaining on a current basis mailers' credit balance.</p> <p>8.Checks and sets post office stamp-vending machines and postage meters.</p> <p>9.Rents Post Office boxes™, receives rental payments, conducts reference checks, and completes related forms.</p> <p>10.In addition, may assign and clear accountable items and distribute mail as required.</p> <p>Verify that customer notification decals (e.g., Decals DDD-1, 10-ounce Rule or DDD-3) are applied to lobby drops and are maintained in a legible fashion.</p>	<p>5. Maintains appearance of store 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.</p> <p>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.</p> <p>7. May verify presort and bulk mailings of all classifications, computing and maintaining on a current basis mailers' credit balances.</p> <p>8. Checks and sets post office postage meters.</p> <p>9. Rents post office boxes, receives rental payments, conducts reference checks, and completes related forms.</p> <p>10. 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.</p> <p>11. In addition, may assign and clear accountable items and distribute mail as required.</p>	Module 2: Duties and Responsibilities
Removed Decal DDD-3 from list of examples of customer notification decals to be applied to lobby drop	Managers must be advised immediately if decals are missing, damaged, or illegible.	Verify that customer notification decals (e.g., Decal DDD-1) are applied to lobby drops and are maintained in a legible fashion. Managers must be advised immediately if decals are missing, damaged, or illegible.	Module 2: Lobby

Added closed captions to audio on Powerpoint			Module 3: Deliver Your First Impression
Corrected Retail Moment 5 of 6	5th of 6 Retail Moments is "Transitioning Between the Back and the Front"	Change to "It's Game Time!"	Module 3: Six Retail Moments that Matter
Added "positive" between "several" and "encounters" Updated HAZMAT Question on Powerpoint to include Changed "GIST" to "A+GIST"	If a first impression is negative, several encounters are necessary to change the negative perception. GIST	If a first impression is negative, several positive encounters are necessary to change the negative perception. A+GIST Encourage the customer to take the POS survey by saying "We value your feedback. Please take this short survey to share your experience."	Module 4: Nonverbal Cues Module 4: "I" - Inquire Module 4: Activity - Word Search
Removed guidance to circle POS survey Note: Per APWU Retail Training Taskforce suggestion, the Solutions module (previously Module 5) has become Module 6. What was previously Module 6 (Mailability) has become Module 5. This is for content flow purposes based on instructor feedback. For the purpose of comparing changes, this list use the new order, wherein Module 5 is Mailability and Module 6 is Solutions. End of Day Review Questions, Word Searches, and their locations have subsequently changed due to this reversal of Modules 5 and 6.			Module 4: "T" - Thank
Provided more detail about processing categories in Powerpoint Added Maximum letter weight to Powerpoint slide		Maximum letter weight is 3.5oz Minimum size for a postcard is 5" long, 3½" high, and .007" thick. Maximum size cannot exceed .016" thick, 4 1/4" high, by 6" long to receive the First-Class Mail postcard price.	Module 5: Processing Categories Module 5: Letter-Size Mail
Corrected dimensions of a postcard		Address placement determines the length and height on letters when determining nonmachinable characteristics. Note: This is simply a quick visual confirmation that the mailpiece fails the Aspect Ratio test.	Module 5: Letter-Size Mail Module 5: Nonmachinable Letter Characteristics
Added information about nonmachinable letter characteristics		Add: Minimum flat-size dimensions are that the piece must exceed at least ONE maximum letter-size dimension Note: this test is for flats with a rigid insert	Module 5: Nonmachinable Letter Characteristics Module 5: Flat-Sized Mail Module 5: Flat-Sized Mail
Added note about Aspect Ratio Test			Module 5: Flat-Sized Mail
Adjusted Flat-size dimensions Clarified that Powerpoint image is for flats with a rigid insert Rearranged order of information to reflect "FUR" (flexible - uniform thickness - rectangular) acronym, per APWU Retail Training Task Force suggestion			Module 5: Flat-Sized Mail, Flexibility
Added image showing flats flexibility		Add image of flats flexibility test	Module 5: Flat-Sized Mail, Uniform Thickness
Added definition of "selvage"		Selvage is the overhang of material beyond the content.	Module 5: Flat-Sized Mail, Uniform Thickness

Moved location of this information and removed a bullet per APWU Retail Training Task Force suggestion			Module 5: Machinable Parcels
Removed maximum weight language per APWU Retail Training Task Force suggestion	Remember, the maximum weight is 70 pounds for most retail parcel products.	Remember, the maximum weight is 70 pounds.	Module 5: Nonmachinable Parcels
Added note about parcel surcharges		Note: The size of a parcel determines the processing category that it belongs in. The only time the size affects price is when it is eligible for one of the surcharges.	Module 5: Nonmachinable Parcels
Added mail processing flowchart per APWU suggestion, for use with Notice 3-5			Module 5: Mail Processing Flowchart
Changed dimensions of #5 mailpiece to .30" to match Powerpoint	.2"	.30"	Module 5: Mailability Exercise (Facilitator Guide only)
Updated Nonstandard Fees to those added to DMM in April 2022, not listing specific prices to delay materials becoming obsolete		There are additional fees for packages exceeding a nonstandard dimension or cubic measurement for Retail, Commercial, and NSA competitive Domestic products including Priority Mail Express, Priority Mail, USPS Retail Ground, First Class Package Retail, and Parcel Select/Parcel Select Lightweight. The fees are for parcels that require additional handling due to dimensional/cubic measurement. Except for Flat Rate packaging, a domestic mailpiece is subject to a nonstandard fee as follows: a. A piece measures more than 22 inches up to 30 inches long. b. A piece measures more than 30 inches long. c. A piece measures more than 2 cubic feet (3,456 cubic inches). Dimensions for rectangular pieces are determined by measuring the length, width, and height in inches, rounding off each measurement to the nearest whole inch and multiplying the length by the width by the height. Dimensions for nonrectangular pieces are calculated as above and the result multiplied by an adjustment factor of 0.785. If either calculation exceeds 3,456 cubic inches, the piece is subject to the nonstandard fee. A piece may be subject to both a length and a cube nonstandard fee.	Module 6: Nonstandard Fees Module 6: Nonstandard Fees Module 6: Nonstandard Fees Module 6: Nonstandard Fees Module 6: Nonstandard Fees Module 6: Nonstandard Fees
Changed "1728 or more" to "more than 1728"	Dimensional weight for rectangular parcels is determined by multiplying the length by the height, and the width (L x H x W). If the result is 1728 or more, divide the result by 166 and round up to the next whole number. This surcharge applies to Priority Mail packages shipped to Zones one through nine that have any dimension that exceeds one cubic foot (1,728 cubic inches).	Dimensional weight for rectangular parcels is determined by multiplying the length by the height, and the width (L x H x W). If the result is more than 1728 , divide the result by 166 and round up to the next whole number.	Module 6: Dimensional Weight
Rephrased Dimensional Weight Pricing Calculation Explanati inches). Updated Label 11HFPU and Label 11-B to versions from May 2021 due to 6pm time		Dimensional Weight pricing applies to zones 1 through 9 for PME mail pieces with a volume greater than 1 cubic foot.	Module 6: Dimensional Weight
Removed Adult Signature Services as it is not offered at Retail Removed Special Handling - Fragile from Extra Services Changed amount of insurance included in Retail, Commercial Base, and Commercial Plus shipments		Remove from list of Extra Services Remove from list of Extra Services	Module 6: Priority Mail Express Labels, Powerpoints Module 6: Extra Services Module 6: Extra Services
		\$50	\$100 Module 6: Priority Mail
Added information about Non-Standard Fees Large Game Box production has been discontinued	There are several sizes of PM Flat-Rate envelopes and five sizes of boxes.	Between 22 and 30 inches long: add \$4.00 More than 30 inches long: add \$15.00 More than 2 cubic feet (3,456 cubic inches): add \$15.00 There are several sizes of PM Flat-Rate envelopes and four sizes of boxes.	Module 6: Priority Mail Module 6: Priority Mail

<p>Changed estimated delivery time Rephrased to clarify inclusion of Priority Mail as being eligible to certain receive Registered Mail services and Certified Mail Extra Services Estimated Delivery Time</p>	<p>One to three days First-Class Mail® including Priority Mail and First-Class Package Services-Retail are the only classes of mail eligible to receive the following Registered Mail services and Certified Mail Extra Services. Delivery is not guaranteed within a specific time.</p>	<p>Two to five business days First-Class Mail®, First-Class Package Services-Retail, and Priority Mail are the only classes of mail eligible to receive the following Registered Mail services and Certified Mail Extra Services. Estimated delivery times are two to five business days.</p>	<p>Module 6: First-Class Package Service - Retail Module 6: First-Class Package Service - Retail Module 6: USPS Retail Ground</p>
<p>Updated Estimated Delivery Time</p>	<p>USPS Retail Ground is a ground shipping product for parcels, including oversized parcels, available only through retail channels. The USPS does not guarantee the delivery of USPS Retail Ground within a specified time. Estimated delivery times are two to eight days.</p>	<p>USPS Retail Ground is a ground shipping product for parcels, including oversized parcels, available only through retail channels. The USPS does not guarantee the delivery of USPS Retail Ground within a specified time. Estimated delivery times are two to five business days.</p>	<p>Module 6: USPS Retail Ground</p>
<p>Changed Oversized Price description</p>	<p>The Oversized Price applies to USPS Retail Ground pieces that measure over 108 inches but not more than 130 inches in combined length and girth. Dimensional weight pricing applies to parcels addressed for delivery to Zone 1-9 and exceeding one cubic foot. Postage is based on the actual weight or the dimensional weight, whichever is greater. Parcels for delivery to Zones 1-9 that have a dimension exceeding one cubic</p>	<p>The Oversized Price applies to USPS Retail Ground pieces measuring over 108 inches but not more than 130 inches in combined length and girth. Dimensional weight pricing applies to parcels addressed for delivery to Zone 1-9 and exceeding one cubic foot. Postage is based on the actual weight or the dimensional weight, whichever is greater.</p>	<p>Module 6: USPS Retail Ground</p>
<p>Dimensional Weight Price: changed "dimension" to "volume foot. Updated chart to show correct Insurance included (\$100 for PM, not \$50), and change delivery standards for First-Class Package Service-Retail (2-5 days instead of 1-3 days), and USPS Retail Ground (2-5 days instead of 2-8 days)</p>		<p>Parcels for delivery to Zones 1-9 that have a volume exceeding one cubic foot.</p>	<p>Module 6: USPS Retail Ground Module 6: Activity - Contrast PME, PM, FCM, Retail Ground</p>
<p>Updated HAZMAT Question RSS Screenshot to include aeros Updated RSS Screenshot to change Express cutoff time from 5:00PM to 6:00PM</p>	<p>Do any of your articles contain anything liquid, fragile, perishable, or potentially hazardous such as lithium batteries, perfume or mercury?</p>	<p>Do any of your articles contain anything liquid, fragile, perishable, or potentially hazardous such as lithium batteries, perfume, mercury, or aerosols?</p>	<p>Module 6: Mailing and Shipping RSS Workflow Module 6: Mailing and Shipping RSS Workflow</p>
<p>Changed POS survey wording - say script instead of circling survey link on receipt Added Free Matter for the Blind to list of Mailing Services Updated delivery standard</p>	<p>Circle the POS survey on the receipt, provide receipt to the customer and thank them for their business. Delivery standard is one to three business days.</p>	<p>Thank the customer for their business and encourage them to complete the POS survey on their receipt by saying “We value your feedback. Please take this short survey to share your experience.” Delivery standard is one to five business days.</p>	<p>Module 6: Mailing and Shipping RSS Workflow Module 6: Mailing Services, comparison chart Module 6: Mailing Services (First-Class Mail)</p>
<p>Updated Delivery standards and insurance amounts Added First-Class Package Service-Retail to zone chart introduction</p>			<p>Module 6: Comparison Chart Module 6: Zone Charts</p>
<p>Expanded list of services that Restricted Delivery can be add: Signature Confirmation and Registered Mail</p>		<p>Priority Mail Express (if total insurance is over \$500), Signature Confirmation, Registered Mail, Collect on Delivery (COD)</p>	<p>Module 6: Restricted Delivery Service</p>
<p>Changed image Moved Restricted Delivery Service to later in module (after Certified Mail section) to better align with content</p>	<p>Image of PS Form 3811 with Registered Mail Restricted Delivery box checked</p>		<p>Module 6: Restricted Delivery Service Module 6: Restricted Delivery Service</p>

Added " Gift cards can be insured for their full value only when sent by Registered Mail. Gift Cards sent by Priority Mail Express, or another class of mail with merchandise insurance are protected only up to the maximum indemnity for cash and negotiable items, which is \$15." to Participant Guide. It was already in Facilitator Guide.
Changed Parcel Select to USPS Retail Ground on PowerPoint (Parcel Select is not an option at the window, but USPS Retail Ground is)

Parcel Select

USPS Retail Ground

Module 6: Insured Mail Service

Module 6: Mailing Services Eligible for COD

Changed Parcel Select to USPS Retail Ground
Removed Special Handling, it is no longer a service offered at the window.
Removed Special Handling section, as it is no longer offered.

COD may be used with Parcel Select if the item has the complete names and addresses of the mailer and addressee, the mailer guarantees to pay any return postage, and the goods shipped are ordered by the addressee.

COD may be used with **USPS Retail Ground** if the item has the complete names and addresses of the mailer and addressee, the mailer guarantees to pay any return postage, and the goods shipped are ordered by the addressee.

Module 6: Mailing Services Eligible for COD

Module 6: Certificate of Mailing
Module 6: Special Handling

Edited chart to address issues with Insurance and Return Receipt
Removed chart activity

Remove Chart activity

Module 6: Extra Services Chart
Module 6: Activity - Extra Services

Replaced image with newer image showing PVI (Postage Validation Imprint)

Module 6: Postage Meter

Added bullet about discount for Large Flat-Rate boxes addressed to APO/FPO/DPO

Added a bullet about discount for Large Flat Rate boxes being sent to APO/FPO/DPO

Module 6: Priority Mail Flat-Rate Shipping

Changed number of PO Box sizes: There are five PO box sizes, not four as previously in course.
Changed color of font in Fee Payment Reminder Schedule on Powerpoint for legibility

Module 6: PO Boxes and Other Services

Module 6: PO Box Fees

Added example for street addressing to Powerpoint

Informed Delivery - customers receive a daily email or text message if new mail is delivered to their PO Box.
Outdated Form PS Form 1093

Replace old image with updated Form 1093

Module 6: PS Form 3533

Removed bullet point
Replaced an outdated form

Module 6: PS Form 3533
Module 6: PS Form 3533

Removed content

Remove utility bill from list of acceptable second form of ID when applying for PO Boxes per: [https://faq.usps.com/s/article/Acceptable-Form-of-Identification#:~:text=Utility%20bill%C2%A0,\(for%20PO%20Boxes](https://faq.usps.com/s/article/Acceptable-Form-of-Identification#:~:text=Utility%20bill%C2%A0,(for%20PO%20Boxes)

Module 6: PS Form 3533

Removed I-94 from list of acceptable secondary identification resident as they arrive, showing arrival date/location of port of entry.

Remove I-94 *Arrival and Departure Record* from list of acceptable secondary identification

Module 6: PS Form 3533

Added five new End of Day Review Questions due to reconfiguration of when each day concludes, and which material is discussed on each day, after rearranging order of Modules 5 and 6

6. If a customer receives damaged or missing contents, a claim must be filed no later than ___ days from the date of mailing:

- a. 30
- b. 60
- c. 90
- d. 120

Answer: B

Activity - End of Day Review Questions (Day 3)

7. Restricted Delivery Service ensures that mail is delivered only to a _____ or the addressee's authorized agent:

- a. Business owner
- b. Head of household
- c. Responsible adult aged 21 years or older
- d. Specific addressee

Answer: D

Activity - End of Day Review Questions (Day 3)

8. If an item is insured for over ___ you must also obtain the recipient's signature of receipt:

- a. \$100
- b. \$200
- c. \$500
- d. \$5000

Answer: C

Activity - End of Day Review Questions (Day 3)

9. What is the maximum amount collectible from the recipient for an individual article sent using COD?

- a. \$100
- b. \$500
- c. \$1000
- d. \$1500

Answer: C

Activity - End of Day Review Questions (Day 3)

10. Acceptable material for Free Matter for the Blind includes all of the following, except:

- a. Advertisements
- b. Paper, records, tapes, and other material for the production of reading matter
- c. Reading material in braille
- d. Sound reproductions

Answer: A

Activity - End of Day Review Questions (Day 3)

Updated list of countries accepting the International Postal Money Order (MP1)
Reduced some detail on this topic, including ID requirements, per APWU Retail Training Task Force

Module 6: Types of Money Orders

Module 6: International Wire Transfer (Sure Money)

Added information about online identity proofing and verification, updated Change of Address online cost to \$1.10, per APWU Retail Taskforce suggestion

A valid mobile phone number is required to process online Change-of-Address (COA) requests.

The mobile phone number will be used to complete online Identity Proofing and Verification, in an effort to improve the security of the online COA process, and to identify and mitigate potential fraud.

Online Identity Proofing may include a Phone Verification and One-Time Passcode solution and/or a Device Reputation Remote Identity Verification solution, as applicable.

Module 6: Change of Address

Extended Mail Forwarding

Customers with an existing, active permanent Change of Address request (which lasts 18 months) can purchase Extended Mail Forwarding at their local Post Office or via managemymove.usps.com on usps.com

Module 6: Temporary Forwarding

Added Extended Mail Forwarding to course

Replaced image of form

Replace old image with new of PS Form 3546 Forwarding Order Change Notice
Package Intercept service provides a method for customers to authorize redirection of any mailable domestic mailpiece with a tracking barcode that they have sent through the Postal Service prior to delivery.

Module 6: Temporary Forwarding

Expanded definition of Package Intercept Service

Package Intercept service allows customers to request to have an item they have sent through the Postal Service intercepted prior to delivery.

Package Intercept fee is collected and the item is subject to additional postage. For all mailpieces redirected to the sender, the sender pays a nonrefundable per piece fee.

If the item is found and redirected to the sender, to a new delivery address, or to a Post Office as Hold for Pickup, the Package Intercept fee is collected and the item is subject to additional postage charged.

Module 6: Package Intercept Service

Expanded definition of Package Intercept Service

Module 6: Package Intercept Service

<p>Specified that question refers to Firm Holdout mail</p> <p>Changed one question (#4 from previous comment in this document) to refer to Firm Holdout, and one (#5) to be about Caller Service</p> <p>Removed references to Form 2976-A as it is no longer in use.</p> <p>Specified that delivery is guaranteed in one to three business days</p> <p>Changed approximate number of countries served by GXG</p> <p>Removed GXG Waybill and replace with smaller form in PowerPoint (Mod 5, Part 4, Slide 6)</p> <p>Removed image of PS Form 2076-R and replace with a GXG \ Image of PS Form 2976-R</p> <p>Replaced image of GXG Airwaybill in Participant Guide</p> <p>Replaced image of PS Form 2976-B with PS Form 2976-R</p> <p>Removed image of PS Form 2976-A</p>	<p>If a customer does not pick up their mail for 10 consecutive days and has not arranged to hold their mail, what happens?</p> <p>Firm holdout service is cancelled.</p>	<p>If a customer does not pick up their firm holdout mail for 10 consecutive days and has not arranged to hold their mail, what happens?</p> <p>Firm holdout service is cancelled.</p> <p>Customers that need more pickup times than a firm holdout and/or have more mail each day than the largest box in your office holds can request and pay for what service? Caller Service.</p>	<p>Module 6: Activity - Additional Services</p> <p>Module 6: Activity - Additional Services</p> <p>Module 6: International Mail</p> <p>Module 6: Global Express Guaranteed</p> <p>Module 6: Global Express Guaranteed</p> <p>Module 6: Global Express Guaranteed</p> <p>Module 6: Global Express Guaranteed</p> <p>Module 6: Priority Mail Express International</p> <p>Module 6: Priority Mail International</p>
<p>Updated wording to reflect eventual changes to earlier part of this section</p>	<p>Mailers must electronically generate PS Form 2976 (online through Click-N-Ship or the Customs Form Online Application) or must complete PS Form 2976-R for presentation at a Post Office retail service counter where the PS Form 2976 is electronically generated.</p>	<p>Postcards must meet minimum dimensions and not exceed 4-1/4 inches high or 6 inches long or 0.016 inch thick.</p>	<p>Module 6: First Class Package International Service</p> <p>Module 6: First Class Mail International Service</p>
<p>Updated Postcard dimensions</p> <p>Rearranged order of information to reflect "FUR" (flexible - uniform thickness - rectangular) acronym, per APWU Retail Training Task Force suggestion</p> <p>Removed Priority Mail International as being eligible for international return receipt, per APWU Retail Training Task Force suggestion</p>	<p>PS Form 2865, Return Receipt for International Mail (Avis de Reception), is a pink card attached to a registered or Priority Mail International item at the time of mailing.</p>	<p>PS Form 2865, Return Receipt for International Mail (Avis de Reception), is a pink card attached to a registered item at the time of mailing.</p>	<p>Module 6: First Class Mail International Service</p> <p>Module 6: International Return Receipt</p>
<p>Removed "PMI Flat Rate envelopes without dutiable contents" per IMM Exhibit 123.61</p> <p>Rephrased Customs Form bullet point</p> <p>Changed answer to Question 4</p> <p>Added 5 new End of Day Review questions to align with content discussed in reconfigured days</p> <p>Added International Mail, First-Class Mail, and First-Class Package International to summary bullets (3rd bullet, 4th bullet, 6th bullet respectively)</p>	<p>Customs forms not required for FCMI or PMI Flat-Rate envelopes without dutiable contents</p> <p>Customs form is not required for items using First-Class Mail International (Letters or Large Envelopes weighing under 16 oz).</p> <p>PS Form 2976-A</p>	<p>Customs forms not required for FCMI or PMI Flat-Rate envelopes without dutiable contents</p> <p>Custom forms are not required on Letters or Flats if they do not contain merchandise.</p> <p>PS Form 2976-R</p>	<p>Module 6: Customs Declaration Forms</p> <p>Module 6: Customs Declaration Forms</p> <p>Module 6: Activity - International Mail</p> <p>Module 6: End of Day Questions (Day 3)</p> <p>Module 6: Summary</p>
<p>Added information about prohibition on shipping certain electronic devices by air</p> <p>Added a brief module intro video from USPIS to Powerpoint showing effects of HAZMAT shipping.</p>	<p>The Postal Service falls under the guidelines of the Department of Transportation 39 C.F.R. and as applicable, 49 C.F.R. Mailing standards for hazardous materials generally adhere to 49 C.F.R (Code of Federal Regulations), but also include many additional limitations and prohibitions.</p>	<p>Customers are not allowed to use Priority Express, Priority Mail or First-Class Package Service to ship pre-owned, damaged or defective electronic devices by air.</p>	<p>Module 7: HAZMAT, Anonymous Mail, Suspicious Mail</p> <p>Module 7: Introduction of Module</p>
<p>Removed sentence about USPS falling under DOT 39 C.F.R. for brevity</p>	<p>Acceptance Criteria for Cannabidiol (CBD) Oil and Products Containing CBD and all subsequent paragraphs and bullets. (See Fac Guide - Page 7-11)</p>	<p>Move content to slide PP 7-30 and Restricted Matter section of Facilitator Guide</p>	<p>Module 7: Hazmat, Anonymous Mail, Suspicious Mail</p> <p>Module 7: Class 6 (PP 7-24)</p>
<p>Added Label 876 HAZMAT Surface Only to section, include an image of it</p>	<p>Label 876: HAZMAT SURFACE ONLY is a recent enhancement that will give the Postal Service greater visibility into which customers are shipping ground-eligible HAZMAT pieces through the USPS network and the number of pieces originating from Retail.</p> <p>For transactions where a customer has answered "Yes" to the HAZMAT Question and the item is eligible only for USPS Retail Ground Services, RSS will automatically print "HAZMAT - SURFACE TRANSPORTATION ONLY" on the postage label.</p>	<p>SSA's should apply Label 876 to the front-side of those mailpieces - being careful not to cover any existing labels.</p>	<p>Module 7: Class 9 - Lithium Batteries (PP 7-29)</p>

Added more detail about handling devices containing lithium batteries to the section		Handling of Devices with Lithium Batteries The Postal Service is now requiring pre-owned, damaged or defective electronic devices (i.e., cellphones, laptops, tables, cameras, power tools, etc.) containing or packaged with lithium batteries to be mailed only via surface transportation and to bear the specified markings: "Restricted Electronic Device" and Label 876.	
Added Electronic nicotine delivery systems (ENDS) to section		Dispatch the pieces along with other packages containing Hazmat markings. DO NOT refuse these mail pieces.	Module 7: Class 9 - Lithium Batteries (PP 7-29)
		Add: Electronic nicotine delivery systems (ENDS) also known as vape or e-cigarette	Module 7: Restricted Matter (PP 7-31)
		" It must be sent to an individual that is of the minimum age, it must weigh less than 10 ounces, and they can not ship more than 10 packages within 30 days"	
		As stated in the PACT act :	
		6. If the addressee is an individual, ask the mailer to orally confirm that the addressee is an adult of at least the minimum age for the legal sale or purchase of tobacco products at the place of delivery.	
		7. Verify that the package weighs no more than 10 ounces.	
Added example of the "certain individual" exception to the PACT Act		8. If you are aware that the mailer has mailed 10 or more such packages in the last 30 days, advise the mailer that the package cannot be mailed at this time.	Module 7: Cigarettes and Smokeless Tobacco (PP 7-35)
		Pay attention to packages that smell like tobacco as that would be an example of undeclared HAZMAT.	
Added "No Other Exceptions Apply" to Facilitator Guide, is already in Powerpoint PACT Act section		These rules do not apply to cigars, as they are considered mailable matter.	Module 7: Cigarettes and Smokeless Tobacco (PP 7-37)
Edited question about mailing honeybees to match answer	Can you mail honeybees via surface air?	Can you mail honeybees via air?	Module 7: Activity - Poster 138
Corrected Pub 52 citation re: mailing queen bees	Pub 52 Section 526.42	Pub 52 Section 526.2	Module 7: Activity - Poster 138
Removed Safety Data Sheet sections that are least relevant to SSAs: 4-8, 10-13, and 15-16			Module 7: Safety Data Sheets
Reduced Safety Data Sheets (SDS) activities down to 3 most common examples from previous version of SSA Academy which contained 10 SDS activities			Module 7: Activity SDS
Aligned excerpts from Safety Data Sheets to Powerpoint and Participant guides			Module 7: Activity SDS
Updated HAZMAT Question to include aerosols	Does this item contain anything liquid, fragile, perishable or potentially hazardous materials such as lithium batteries, perfume, or mercury?	Do any of your articles contain anything liquid, fragile, perishable, or potentially hazardous such as lithium batteries, perfume, mercury, or aerosols?	Module 7: The HAZMAT Question
Clarified Powerpoint instruction	Show slide 79	Show slide "7-79"	Module 7: HAZMAT markings, Labels, and
Changed image labels to say "USPS Retail Ground"	Parcel Select Ground	USPS Retail Ground	Module 7: HAZMAT Activity
Added ENDS to answer of what is covered under PACT Act	Cigarettes and smokeless tobacco.	Cigarettes, smokeless tobacco, and electronic nicotine delivery systems (ENDS)	Module 7: Summary
Removed two erroneous sentences about determining shape of mailpieces in next module (material was covered in prior module)			Module 7: Summary
Clarified order of Powerpoint to introduce eReceipt so it aligns with Facilitator Guide			Module 8: Payment Methods
Added tapping card (EMV Contactless) and Mobile Wallets Acceptance (for example Apple Pay) to ways that customers can pay			Module 8: Debit Card Acceptance Procedures
Added note that customers may be able to see Cash Back prompt on their display	When the terminal prompts Cash Back," ask the customer if they would like cash back. Note: Cash back is offered only if you have cash available.	Note: Customers can now see this on the terminal display	Module 8: Debit Card Acceptance Procedures
Change signature requirement language	Customer is required to sign the receipt or terminal display if the transaction exceeds the "no signature required" limit of \$25.	Customer may be required to sign the receipt or terminal display if the transaction exceeds \$25.	Module 8: Credit Card Acceptance Procedures
Added tapping card (EMV Contactless) and Mobile Wallets Acceptance (for example Apple Pay) to ways that customers can pay			Module 8: EMV Chip Cards
Updated image of CDU (Customer Display Unit)			Module 8: EMV Chip Cards
Added example transaction report information to a Powerpoint slide for learner ease of comparing with their		New info added to image of PS Form 8105-A	Module 8: Activity - PS Form 8105-A

Added image of a skimmer per APWU Retail Training Task Force suggestion
Replaced old version of PS Form 8105-B with January 2021 version

Module 8: Illegal Methods to Collect Payment Card Data
Module 8: Activity - PS Form 8105-B Collecting
Module 8: Activity - Activity - Suspicious Activity, Part 1, Video #1

Replaced old version of PS Form 8105-B with January 2021 version
Updated End of Day Review Questions - #8 - correct to reflect \$3000 or more as threshold, not "more than \$3000", as stated in course content
Replaced old PS Form 8105-B image
Changed answer of question #2 to "C. Restricted Matter", correct answer was previously displayed as "B. Reserved Matter", which was incorrect

Module 8: Activity
Module 8: Activity - PS Form 8105-A

Module 8: Activity - End of Day Review Questions

Clarified Postal Service age nearly 240 years

over 240 years

Module 9: Activity - Tracking Performance

Updated Priority Mail to \$100 insurance and USPS Tracking in RCE Perfect Transaction graphic

Module 9: RCE Perfect Transaction

Updated HAZMAT Question to include aerosols in Box 5 (Safety) graphic

Module 9: RCE Perfect Transaction

Updated Priority Mail insurance to \$100

\$50

\$100

Module 9: Perfect Transactions

Updated Priority Mail insurance to \$100 on Lobby Assistant

\$50

\$100

Module 9: Retail Access

Added information about Short Paid Package Validation (from July 13, 2022 Retail Service Talk) after Automated Package Verification (APV), added a Powerpoint slide about

Module 9: Retail Access - Short-paid Package Validation

Added information about Overweight Parcel and Oversize Parcel before Short Paid package Verification

The Postal Service has established a charge for nonmailable **overweight/oversize parcels** (over the 70-pound limit or over the maximum size allowed) found in the mailstream.

Module 9: Retail Access - Automated Package Verification (APV)

Updated Stamps By Mail Brochure image

Module 9: Stamps By Mail

Added detail to Powerpoint slide

Module 10: Financial Reporting Technology Systems

Changed graphic display to remove blue shapes (distracting visual)

Removed "International money orders are being discontinued later in 2021"

Moved e1412 content to be in one section for better flow, moved from earlier in module

Updated cash credit count tolerance from \$10 to \$25

\$10

Module 10 Types of Accountability
Module 10: Accountable Items
Module 10: Meters for e1412 Sites
\$25.00 Module 10: Cash Credit Count

Removed Question 1 from End of Day Review because segmented inventory is no longer in course

Module 10: Activity End of Day Review Questions

Updated link to Translation Aids (Pocketalk translators)

Module 11: Retail Communications - Multicultural Outreach

Updated amount of cash credit tolerance from \$10 to \$25

\$10.00

\$25.00 Module 12: Union Representation - Article 28 (PP 12-17)

Edited End of Day Review Question 6 to reflect publication frequency of Retail Digest

bi-weekly

weekly

Module 12: Union Representation - Activity End of Day Review