

# SALES & SERVICES ASSOCIATE ACADEMY

## Module 6: Solutions Part One



# Objectives

- Offer product and/or service solutions to provide the best value to our customers.
- Promote premier products and services; specifically, Priority Mail Express<sup>®</sup>, Priority Mail<sup>®</sup>, Insured Mail, and PO Boxes<sup>™</sup>.
- Describe Extra Services and educate customers on their features.
- Define additional services, including passport application acceptance, Migratory Bird Hunting and Conservation Stamps, Selective Service, and Change-of-Address.
- Detail services such as Temporary Forwarding, Authorization to Hold Mail, General Delivery, Firm Holdout, and Caller Service.
- Discuss procedures for domestic and international mail claims.

# Objectives

- Describe Money Order features and procedures.
- Comply with Bank Secrecy Act (BSA) procedures.
- Discuss actions to perform an inquiry for lost or stolen Money Orders.
- Follow procedures for cashing a Money Order.
- Explain the features of Sure Money<sup>®</sup>.
- List the features of Gift Cards.
- Identify features of International Mail services.
- Recognize the process to properly accept customs forms.

# Solutions

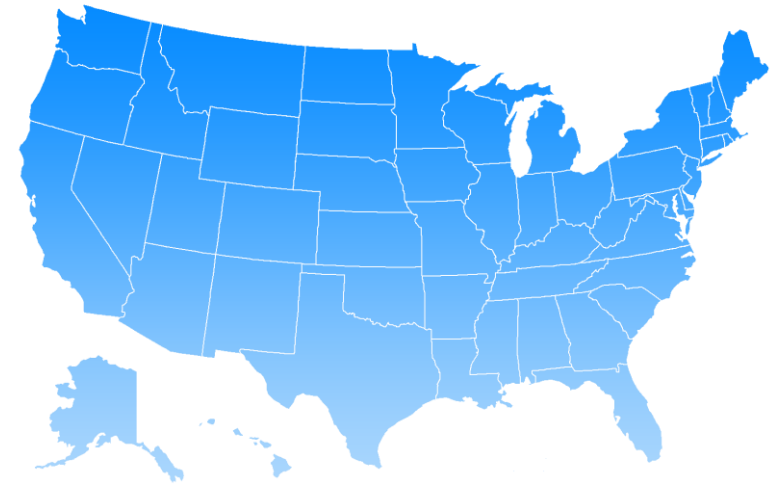
We offer reliability, convenience, and smart pricing:

- Domestic Mail
- Extra Services
- Additional services
- International Mail



# Domestic Mail

- Items sent within the United States, its territories and possessions.
  - Army Post Offices (APOs)
  - Fleet Post Offices (FPOs)
  - Diplomatic Post Offices (DPOs)
  - United Nations
- Shipping Services – USPS competitive products



# Domestic Mail Manual (DMM®)

- Resource for policies, regulations, and procedures governing domestic mail services.
- Includes prices, restrictions, and standards for Extra Services and each class of mail.

The screenshot displays the USPS.COM Postal Explorer website. The header includes the USPS logo and the text "Postal Explorer". Below the header is a navigation bar with dropdown menus for "PE Tools", "Publications", "Business Solutions", "Archives", and "Help", along with a search icon and the word "Search".

The main content area is titled "Domestic Mail Manual" and is updated as of "1-22-23". It features a left-hand navigation menu with the following items: "100 Retail Mail", "200 Commercial Mail", "500 Additional Mailing Services", "600 Basic Standards for All Mailing Services", "700 Special Standards", and "Index and Appendices".

The main content area is divided into three columns:

- Left Column:** "Mailing Standards of the United States Postal Service Domestic Mail Manual". It includes links for "Summary of Changes" and "Quick Service Guide". It lists "RETAIL MAILING SERVICES" (100 Retail Letters, Cards, Flats, and Parcels) with sub-items: 101 Physical Standards, 102 Elements on the Face of a Mailpiece, 110 Priority Mail Express, 120 Priority Mail, 130 First-Class Mail, 140 Every Door Direct Mail - Retail (EDDM-Retail), 150 USPS Retail Ground, and 170 Media Mail and Library Mail. It also includes a "Related Link: A Customer's Guide to Mailing" and "COMMERCIAL MAILING SERVICES" (200 Commercial Letters, Cards, Flats, and Parcels) with sub-items: 201 Physical Standards, 202 Elements on the Face of a Mailpiece, 203 Basic Postage Statement, Documentation, and Preparation Standards, 204 Barcoding Standards, 207 Periodicals, 210 Priority Mail Express, 220 Priority Mail, 230 First-Class Mail, 240 USPS Marketing Mail, 250 Parcel Select, 260 Bound Printed Matter, 270 Media Mail and Library Mail, and 280 First-Class Package Service.
- Right Column:** "GENERAL INFORMATION". It lists "500 Additional Mailing Services" (503 Extra Services, 505 Return Services, 507 Mailer Services, 508 Recipient Services, 509 Other Services), "600 Basic Standards for All Mailing Services" (601 Mailability, 602 Addressing, 604 Postage Payment Methods and Refunds, 607 Mailer Compliance and Appeals of Classification Decisions, 608 Postal Information and Resources, 609 Filing Indemnity Claims for Loss or Damage), "700 Special Standards" (703 Nonprofit USPS Marketing Mail and Other Unique Eligibility, 705 Advanced Preparation and Special Postage Payment Systems, 709 Negotiated Service Agreements), and "Index and Appendices" (Index, Forms Glossary, Price List (Notice 123)).

# Shipping Services

Products in which we are competitive with other delivery companies:

- Priority Mail Express®
- Priority Mail®
- USPS Ground Advantage – Retail®
- International Mail
- Parcel Return Service



# Priority Mail Express® (PME)

- Guaranteed (Refund) 1-Day or 2-Day delivery, 365 days per year.
- Max weight: 70 pounds.
- Max length and girth: 108 inches.
- Includes:
  - Free insurance (up to \$100) and USPS Tracking® service.
  - Free packaging.
  - No extra charge for Saturday delivery.
  - Sunday and holiday guaranteed delivery available for additional fee.
  - Subject to Dimensional Weight Pricing and Nonstandard Fees.





# PME – Dimensional Weight

## Dimensional Weight:

- Applies to PME addressed to Zones 1-9 with dimensions exceeding one cubic foot.
- Aligns postage to reflect transportation and operational costs.

## *Rectangular items:*

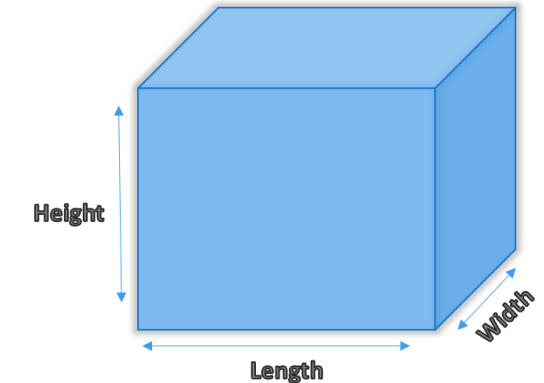
- Multiply length by height by width (H x L x W).
- If the result is over 1728, divide by 166.

## *Adjustment for odd shaped items:*

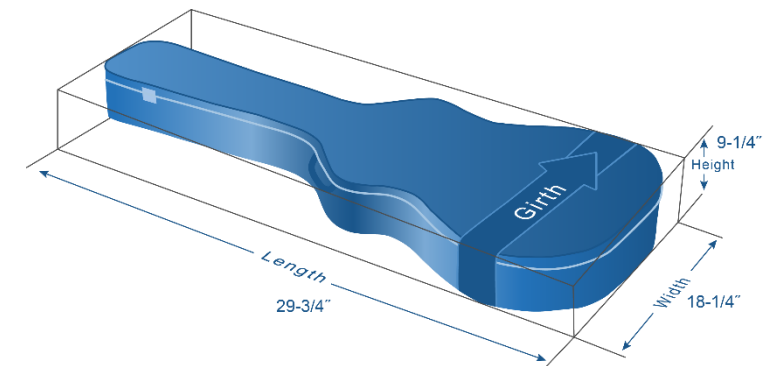
- Multiply H x L x W. Multiply the result by .785.
- If the result is over 1728, divide by 166.

*USPS-provided Priority Mail Express packaging is not subject to dimensional weight pricing.*

$$\text{Length} \times \text{Height} \times \text{width} \div 166$$



$$[\text{Length} \times \text{Height} \times \text{width} \times .785] \div 166$$



# Nonstandard Fees

- Additional fees for packages exceeding a nonstandard dimension or cubic measurement.  
Applies to:
  - Retail, Commercial, and NSA competitive Domestic products including Priority Mail Express, Priority Mail, USPS Ground Advantage - Retail, and Parcel Select/Parcel Select Lightweight.
- 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).
  - d. A piece may be subject to both a length and a cube nonstandard fee.

# Priority Mail Express 1-Day Delivery

- Only available at designated facilities and destinations.
- Delivered by 6 p.m. next delivery day.
- Items mailed after acceptance time delivered on second delivery day.
- Addressee notified if delivery is not made.
- Hold for Pickup (HFPU) Service – pickup by 6 p.m. next business day.
  - Automated callback notification to customers concerning package arrival status.



# Priority Mail Express 2-Day Delivery

- Must meet local acceptance time.
- Delivered by 6 p.m. on second delivery day.
- Items mailed after acceptance time delivered on third delivery day.
- Hold for Pickup (HFPU) Service – pickup by 6:00 p.m. next business day.
  - Automated callback notification concerning package arrival status.



# Priority Mail Express Military<sup>®</sup> Service

- Available between U.S. and designated APO/FPO and DPOs.
- Expedited delivery service to and from U.S.



# Priority Express Mail® Packaging

- Free PME envelopes and boxes available.
- Used for Priority Express Mail only.
- USPS-produced PME legal and padded Flat-Rate Envelopes available only at [www.usps.com/store](http://www.usps.com/store).
- Priority Mail Express Flat-Rate envelopes and boxes eliminate weighing and calculating postage.



# Priority Mail Express Labels

- Available at Post Office™, generated online, or at Self-Service Kiosks.
- Label 11-B, *Post Office to Addressee* for shipments delivered to recipient's address.
- PME Label 11-HFPU, *Hold for Pickup*, mail held for pickup at destination on label.
- Customer completes required sections.
- Complete ORIGIN POSTAL SERVICE ONLY section.

The image displays two Priority Mail Express labels. The top label is Label 11-B, 'Post Office to Addressee', and the bottom label is Label 11-HFPU, 'Hold for Pickup'. Both labels feature the United States Postal Service logo and 'PRIORITY MAIL EXPRESS' branding. The top label includes a barcode with the number 'EJ 862 362 275 US'. The bottom label is marked '2-Customer Copy' and includes a 'PULL DOWN FOR CUSTOMER COPY' instruction. The forms contain various sections for customer and postal service use, including origin and destination information, delivery options, and payment details.

**Label 11-B: Post Office to Addressee**

**CUSTOMER USE ONLY**

FROM: (PLEASE PRINT) PHONE ( )

**DELIVERY OPTIONS (Customer Use Only)**

SIGNATURE REQUIRED (Note: The mailer must check the "Signature Required" box if the mailer requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

**DELIVERY OPTIONS**

No Saturday Delivery (delivered next business day)  
 Sunday/Holiday Delivery Required (additional fee, where available)  
\*Refer to USPS.com® or local Post Office™ for availability.

TO: (PLEASE PRINT) PHONE ( )

**PAYMENT BY ACCOUNT (if applicable)**

USPS® Corporate Acct. No. Federal Agency Acct. No. or Postal Service™ Acct. No.

**ORIGIN (POSTAL SERVICE USE ONLY)**

1-Day  2-Day  Military  DPO

PO ZIP Code Scheduled Delivery Date (MM/DD/YY) Postage \$

Date Accepted (MM/DD/YY) Scheduled Delivery Time  8:00 PM Insurance Fee \$ COD Fee \$

Time Accepted  AM  PM Return Receipt Fee \$ Late Arrival Transportation Fee \$

Special Handling/Package Sunday/Holiday Premium Fee Total Postage & Fees \$

Weight  Flat Rate Acceptance Employees Initials \$

in. oz. 65% \$

**DELIVERY (POSTAL SERVICE USE ONLY)**

Very Interest (MM/DD/YY): Time  AM  PM Employee Signature

Very Interest (MM/DD/YY): Time  AM  PM Employee Signature

EL 11-B, MAY 2021 PSN 7500-02-000-0000

**Label 11-HFPU: Hold for Pickup**

**ORIGIN POSTAL SERVICE USE ONLY**

1-Day  2-Day

PO ZIP Code Scheduled Delivery Date (MM/DD/YY) Postage \$

Date Accepted (MM/DD/YY) Scheduled Delivery Time  8:00 PM Insurance Fee \$ COD Fee \$

Time Accepted  AM  PM Return Receipt Fee \$ Late Arrival Transportation Fee \$

Special Handling/Package Sunday/Holiday Premium Fee Total Postage & Fees \$

Weight  Flat Rate Acceptance Employees Initials \$

in. oz. 65% \$

**DESTINATION: Post Office**

Date Received (MM/DD/YY) Time Received  AM  PM

Employee Initials

**PICKED UP BY ADDRESSEE**

Date Picked Up (MM/DD/YY) Time Picked Up  AM  PM

Employee Initials

**FOR USPS TRACKING™, VISIT USPS.COM OR CALL 800-222-1811.**

**Hold For Pickup Domestic Use Only**

Label 11-HFPU  
May 2021  
PSN 7500-11-000-0124

2-Customer Copy

PULL DOWN FOR CUSTOMER COPY

# Priority Mail Express Labels

- Signature Required box.
- Signature service must be selected for PME COD, or PME with additional insurance.
- PME HFPU – Receiving employee completes DESTINATION POST OFFICE section.

DESTINATION: Post Office	
Date Received (MM/DD/YY)	Time Received <input type="checkbox"/> AM <input type="checkbox"/> PM
Employee Initials	
PICKED UP BY ADDRESSEE	
Date Picked Up (MM/DD/YY)	Time Picked Up <input type="checkbox"/> AM <input type="checkbox"/> PM
Employee Initials	

CUSTOMER USE ONLY		PAYMENT BY ACCOUNT (if applicable)	
FROM: (PLEASE PRINT)	PHONE ( )	USPS® Corporate Acct. No.	Federal Agency Acct. No. or Postal Service™ Acct. No.
<b>DELIVERY OPTIONS (Customer Use Only)</b> <input type="checkbox"/> SIGNATURE REQUIRED Note: The maker must check the "Signature Required" box if the maker: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery. <b>Delivery Options</b> <input type="checkbox"/> No Saturday Delivery (delivered next business day) <input type="checkbox"/> Sunday/Holiday Delivery Required (additional fee, where available) <input type="checkbox"/> 10:30 AM Delivery Required (additional fee, where available) *Refer to USPS.com® or local Post Office™ for availability.		<b>ORIGIN (POSTAL SERVICE USE ONLY)</b> <input type="checkbox"/> 1-Day <input checked="" type="checkbox"/> 2-Day <input type="checkbox"/> Military <input type="checkbox"/> DPO PO ZIP Code: 73118 Scheduled Delivery Date (MM/DD/YY): 05/18/18 Postage: \$ 31.00 Date Accepted (MM/DD/YY): 05/16/18 Scheduled Delivery Time: <input type="checkbox"/> 10:30 AM <input checked="" type="checkbox"/> 3:00 PM <input type="checkbox"/> 12 NOON Insurance Fee: \$ COD Fee: \$ Time Accepted: 10:00 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM 10:30 AM Delivery Fee: \$ Return Receipt Fee: \$ Live Animal Transportation Fee: \$ Special Handling/Fragile: \$ Sunday/Holiday Premium Fee: \$ Total Postage and Fees: \$ 31.00 Weight: 8 lbs. 1 ozs. Flat Rate: <input type="checkbox"/> Acceptance Employee Initials: DAO	
<b>DELIVERY (POSTAL SERVICE USE ONLY)</b> Delivery Attempt (MM/DD/YY) Time <input type="checkbox"/> AM <input type="checkbox"/> PM Employee Signature Delivery Attempt (MM/DD/YY) Time <input type="checkbox"/> AM <input type="checkbox"/> PM Employee Signature		<b>DESTINATION (POSTAL SERVICE USE ONLY)</b> Employee Signature Employee Signature PSN 7690-02-000-9996	



# Priority Mail Express Extra Services

- Return Receipt.
- Additional Insurance.
- Collect on Delivery (COD).
- USPS Tracking<sup>®</sup> (no charge).

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

**SAMPLE**

2. Article Number (Transfer from service label)

9590 9401 0000 5071 0200 24

PS Form 3811, April 2015 PSN

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  
 Agent  
 Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1? If YES, enter delivery address below:  Yes  No

3. Service Type

<input type="checkbox"/> Adult Signature™	<input type="checkbox"/> Priority Mail Express®
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™
<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery
<input type="checkbox"/> Insured Mail	<input type="checkbox"/> Insured Mail Restricted Delivery

1307 0590 0000 0001 2633

United States Postal Service<sup>®</sup>

**INSURED MAIL - DOMESTIC ONLY**

1307 0590 0000 0001 2633

We claim for damage or loss of contents, the article, container, and packaging must be presented.

U.S. Postal Service<sup>®</sup>

**INSURED MAIL - DOMESTIC ONLY**

DOMESTIC ONLY Over \$500

OFFICIAL USE

Special Handling, No Fee services:  Fragile,  Live Animal Transportation,  Restricted Delivery (no additional fee required)

Special Handling, With Fee services:  Insured Mail,  Signature Confirmation,  Registered Mail,  Registered Mail Restricted Delivery,  Certified Mail,  Certified Mail Restricted Delivery,  Collect on Delivery,  Collect on Delivery Restricted Delivery,  Insured Mail,  Insured Mail Restricted Delivery

Postmark Here

Total Postage and Fees \$

Sent To

Street and Apt. No., or PO Box No.

City, State, ZIP+4<sup>®</sup>

PS Form 3813-P, April 2015 PSN 7530-02-000-9007 See Reverse for Instructions

**RY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery**

make all copies legible.

Count shown below if the customer pays by:

CASH or pin debit card and mailer is an EFT participant (online or commercial only).	CASH (includes MO fee or fees).
--	---------------------------------

Options for Receiving:  Hold For Pickup (Priority Mail Express Only),  Street Delivery

**COD**

**SAMPLE**

Delivered By: \_\_\_\_\_ Date Delivered: \_\_\_\_\_ Check Number: \_\_\_\_\_

Date Payment Sent to Mailer: \_\_\_\_\_ MO Number(s): \_\_\_\_\_

PS Form 3816, January 2016 PSN 7530-02-000-9062 Copy 1 - Delivery Unit

1. DO NOT allow the recipient (addressee or agent) to examine the contents before payment. 2. DO NOT deliver this article until payment is collected. 3. If payment is by check, enter check number above. 4. Have customer sign PS Form 3845.

Follow proper scanning procedures for COD delivery and clearance.

USPS TRACKING #

Electronic Rate Approved # 699320

# PME Commercial Base Pricing

- PME high volume shippers may be eligible for pricing incentives.
  - Approved shipping services include:
    - Click-N-Ship®.
    - USPS Corporate Account (USPSCA).
    - Federal Agency Account.
    - Postage Evidencing System like Endicia®, Stamps.com®, Pitney-Bowes®, EasyPost®, or eBay.
- Incentives apply to postage only.
- Discounts not offered on Extra Services such as Sunday and holiday delivery.



# Priority Mail Express Scanning

- Scan label immediately after selecting mail class.
- Scanned upon Arrival at Unit.
- Scanned upon Arrival at Pickup Point.
- Date Received information entered in Date and Time Received sections.
- Receiving employee enters initials.
- Scans trigger automatic notification to recipient.



DESTINATION: Post Office	
Date Received (MM/DD/YY)	Time Received <input type="checkbox"/> AM <input type="checkbox"/> PM
Employee Initials	
PICKED UP BY ADDRESSEE	
Date Picked Up (MM/DD/YY)	Time Picked Up <input type="checkbox"/> AM <input type="checkbox"/> PM
Employee Initials	

DELIVERY (POSTAL SERVICE USE ONLY)		
Delivery Attempt (MM/DD/YY)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Delivery Attempt (MM/DD/YY)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
LABEL 11-B JULY 2018		PSN 7690-02-000-9996

# Priority Mail Express Refunds

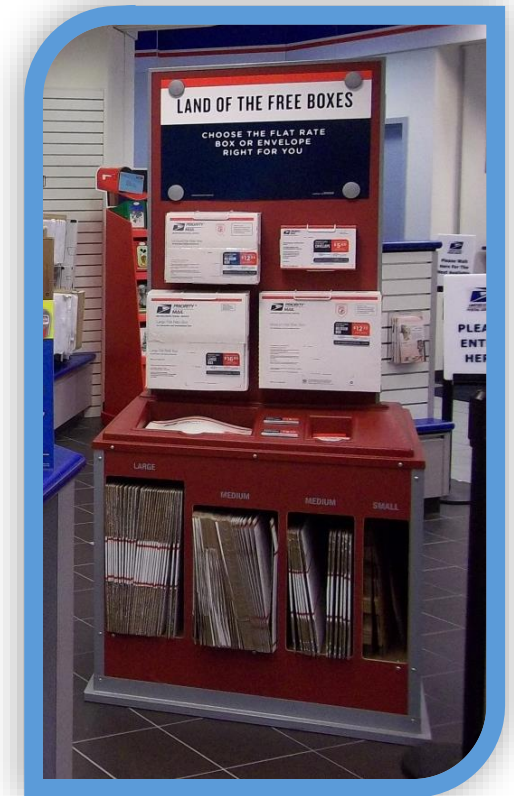
No refund for delays caused by:

- Proper detention for law enforcement purposes.
- Any strike or work stoppage.
- Late deposit of article by customer.
- If article must be forwarded.
- If article is returned to sender.
- Delivery address incorrect or incorrect ZIP Code.
- If flights used for transportation are delayed or cancelled.
- Government actions.
- War.
- Insurrection.
- Civil Disturbance.
- Substantial breakdown of USPS network.
- Acts of God.



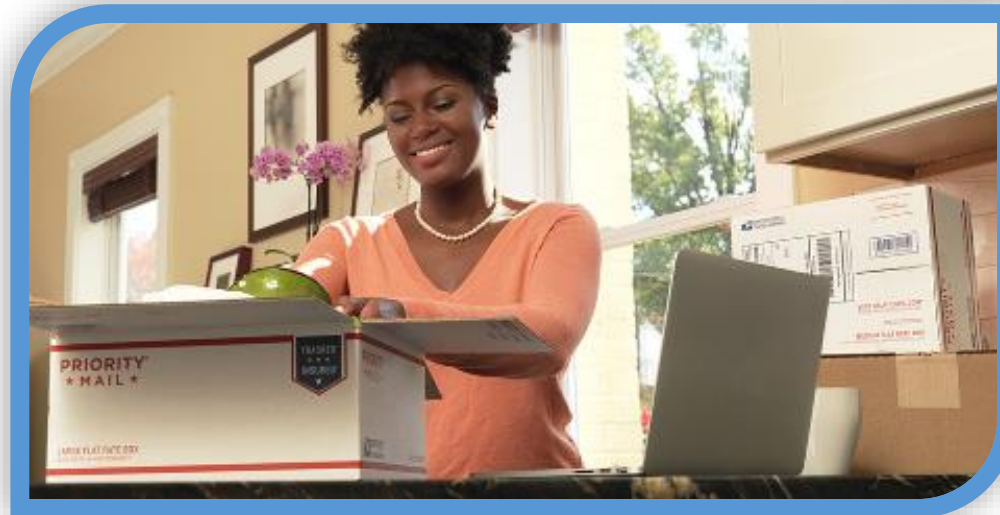
# Priority Mail® (PM)

- Premier product used to send mailable documents, gifts, merchandise, large/thick envelopes, tubes, or packages.
- Expedited 1, 2, or 3-day service depending on destination.
- No extra fee for residential delivery, extended area delivery, additional handling, address correction, missing or incorrect account numbers.
- Free USPS Tracking®.
- Retail prices based on weight and zone, charged per pound.
  - Fractions of a pound are rounded up to next whole pound.
- Retail, Commercial Base, and Commercial Plus shipments include \$100 insurance.



# PM Weight and Size Standards

- No minimum weight.
- Maximum weight 70 pounds.
- Maximum 108 inches in combined length and girth.



# PM Surcharges – Dimensional Weight

## Dimensional Weight:

- Applies to PM addressed to Zones 1-9 with any dimension exceeding one cubic foot.
- Aligns postage to reflect transportation and operational costs.

## Rectangular items:

- Multiply length by height by width (H x L x W).
- If the result is more than 1728, divide by 166.

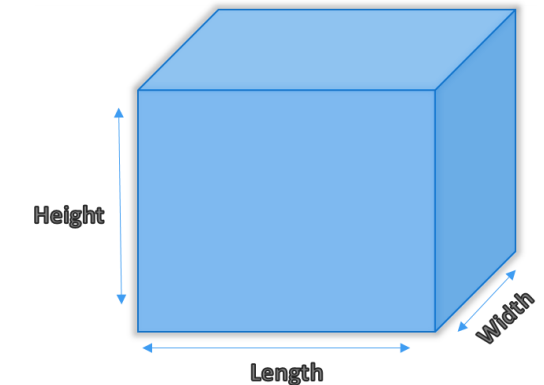
## Adjustment for odd shaped items:

- Multiply H x L x W. Multiply the result by .785.
- If the result is more than 1728, divide by 166.

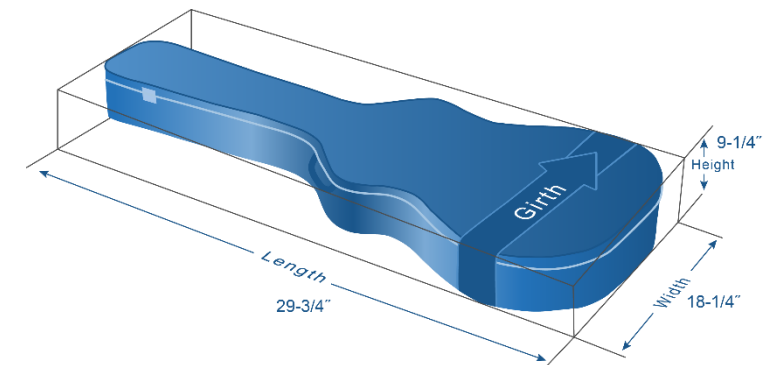
## Non-Standard Fees:

- 22 to 30 inches long.
- More than 30 inches long.
- More than 2 cubic feet.

$$\text{Length} \times \text{Height} \times \text{width} \div 166$$



$$[\text{Length} \times \text{Height} \times \text{width} \times .785] \div 166$$



USPS-provided Priority Mail packaging is not subject to dimensional weight pricing.

# Priority Mail Flat-Rate Prices

- One price for postage regardless of weight (up to 70 lbs.) and domestic destination.
- Flat-Rate envelopes and boxes available at no cost.
- Only USPS-produced flat-rate envelopes and boxes eligible for flat-rate prices.
- 6 sizes of flat-rate envelopes.
- Flat-rate boxes (small, medium, and large).
- Not subject to dimensional weight pricing.





# PM Shipping Guidelines

- Flat-rate Products:

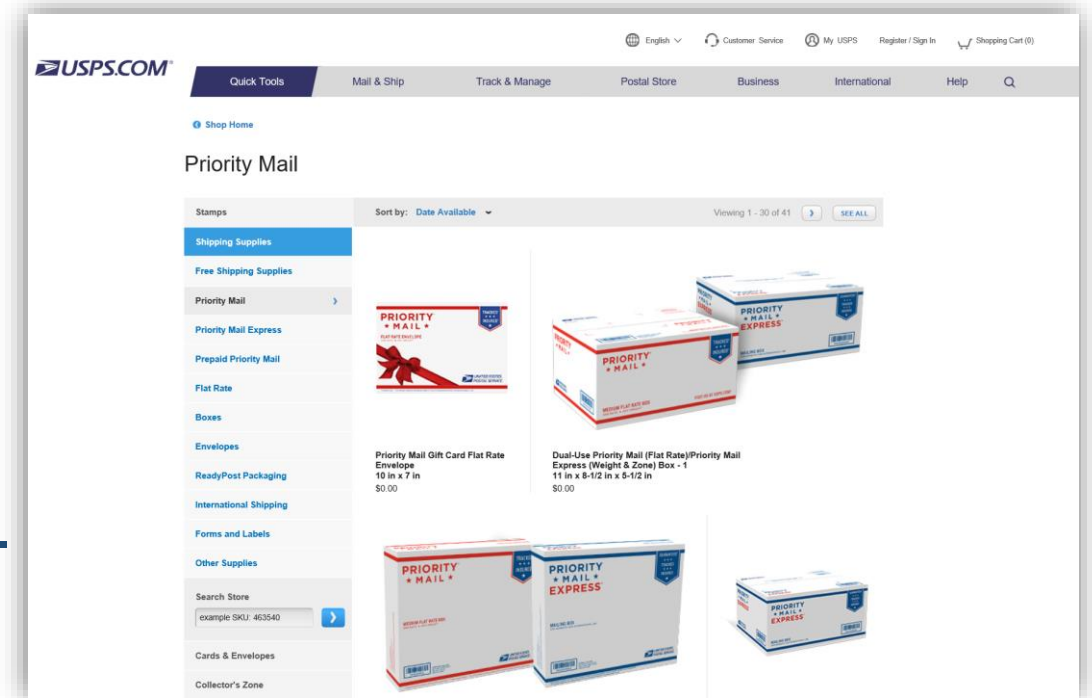
- Any amount of material – up to 70 pounds.
- Container flap must close within normal folds.
- Tape may not enlarge opening.
- Container not reconstructed in any way.

- Supplies may be ordered via [www.usps.com](http://www.usps.com).

- Click-N-Ship<sup>®</sup> to pay postage and print labels online.

- Customers may use their own packaging or ReadyPost<sup>®</sup> supplies.

- Must be labeled using official Priority Mail<sup>®</sup> labels and tape.



# PM Commercial Pricing

- High-volume shippers.
- Approved shipping services include:
  - Click-N-Ship®.
  - Postage Evidencing System (Endicia®, Stamps.com®, EasyPost®, Pitney-Bowes®, eBay).
- Price incentives apply to postage only.



# Premier Products

In your group, list features and benefits of your assigned product:

- Priority Mail Express®
- Priority Mail®



# Priority Mail Express Features

- Used for documents, gifts, and merchandise.
- Nationwide delivery within 1 to 3 days in most locations.
- Guaranteed EOD delivery 365 days a year.
- Fast and affordable.
- Free tracking and \$100 insurance.
- Free shipping supplies.
- Domestic can weigh up to 70 pounds.



# Priority Mail Features

- Delivery to every address in the U.S. including P.O. Boxes™ and APO/FPO within 3 days in most locations.
- Saturday and residential deliveries at no extra cost.
- Includes USPS Tracking® and \$100 insurance coverage when purchased at retail.
- Signature Confirmation™, insurance, and additional services available for all PM shipping.
- Flat-Rate boxes and envelopes ship for same price no matter weight (up to 70 pounds).
- Extra Services available.



# USPS Ground Advantage™

- Combined length and girth may not exceed 130 inches.
- USPS Tracking® and \$100 of insurance are included in price.
- Estimated delivery times are two to five business days.
- Not sealed against postal inspection.
- Maximum weight 70 pounds.
- Eligible for LOR (Limited Overland Routes) for Alaska destinations.
- Must bear a delivery and return address.
- Items over 15.999 oz (rounded up to 1 pound) rates are by the pound rounded up.
- Pricing based on weight and distance.



# USPS Ground Advantage - Surcharges

## Dimensional Weight Price

- Parcels exceeding one cubic foot (1728 cubic inches) are charged based on the actual weight or the dimensional (DIM) weight, whichever is greater.

## Oversized Price

- Pieces that exceed 108 inches, but not over 130 inches in combined length and girth pay the Oversized price.

## Nonstandard Length

- Parcel length exceeding:
  - 22 inches, not greater than 30 inches add \$4.00.
  - 30 inches long add \$7.00.
  - 2 cubic feet add \$15.00.

# Comparison Chart

Product	Money Back Guarantee	Tracking Included	Insurance Included	Free Packaging	Flat-Rate Prices	Delivery Standard
Priority Mail Express	X	X	\$100	X	X	1-2 days
Priority Mail		X	\$100	X	X	1-3 days
USPS Ground Advantage - Retail		X	\$100			2-5 days (Not Guaranteed)



# Parcel Return Service

- Bulk parcel return product.
- Merchants receive returned merchandise from customers.
- Customers return merchandise without paying postage.



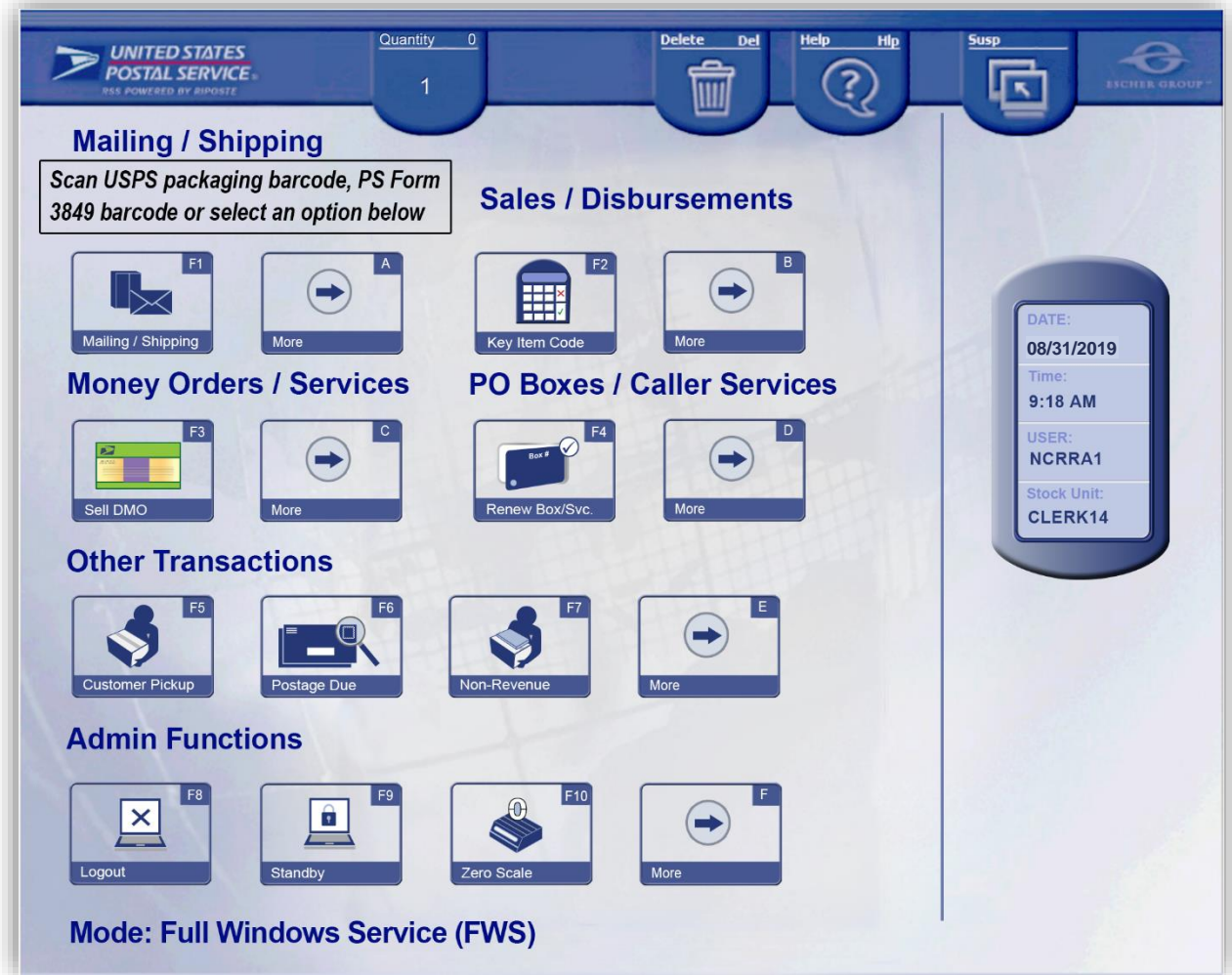
# Mailing/Shipping RSS Workflow

- Use RSS to complete mailing or shipping transaction.
- Scan USPS® packaging barcode.
  - Automatically launches Mailing/Shipping workflow



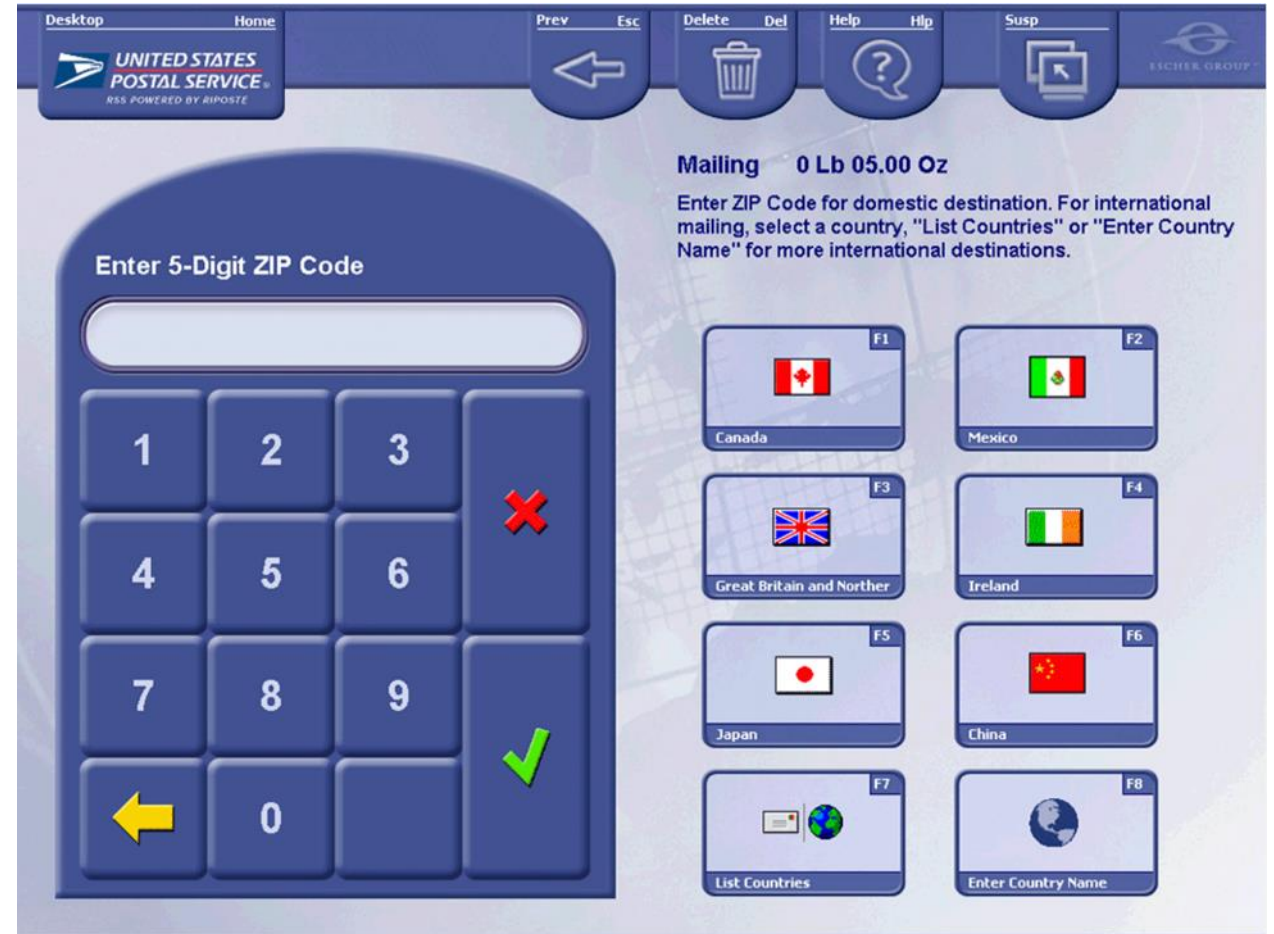
# Mailing and Shipping

- Place mailpiece on the scale.
- Ask HAZMAT question.
- Scan USPS packaging barcode.
  - If not available, touch **Mailing/Shipping** button on the Home screen.



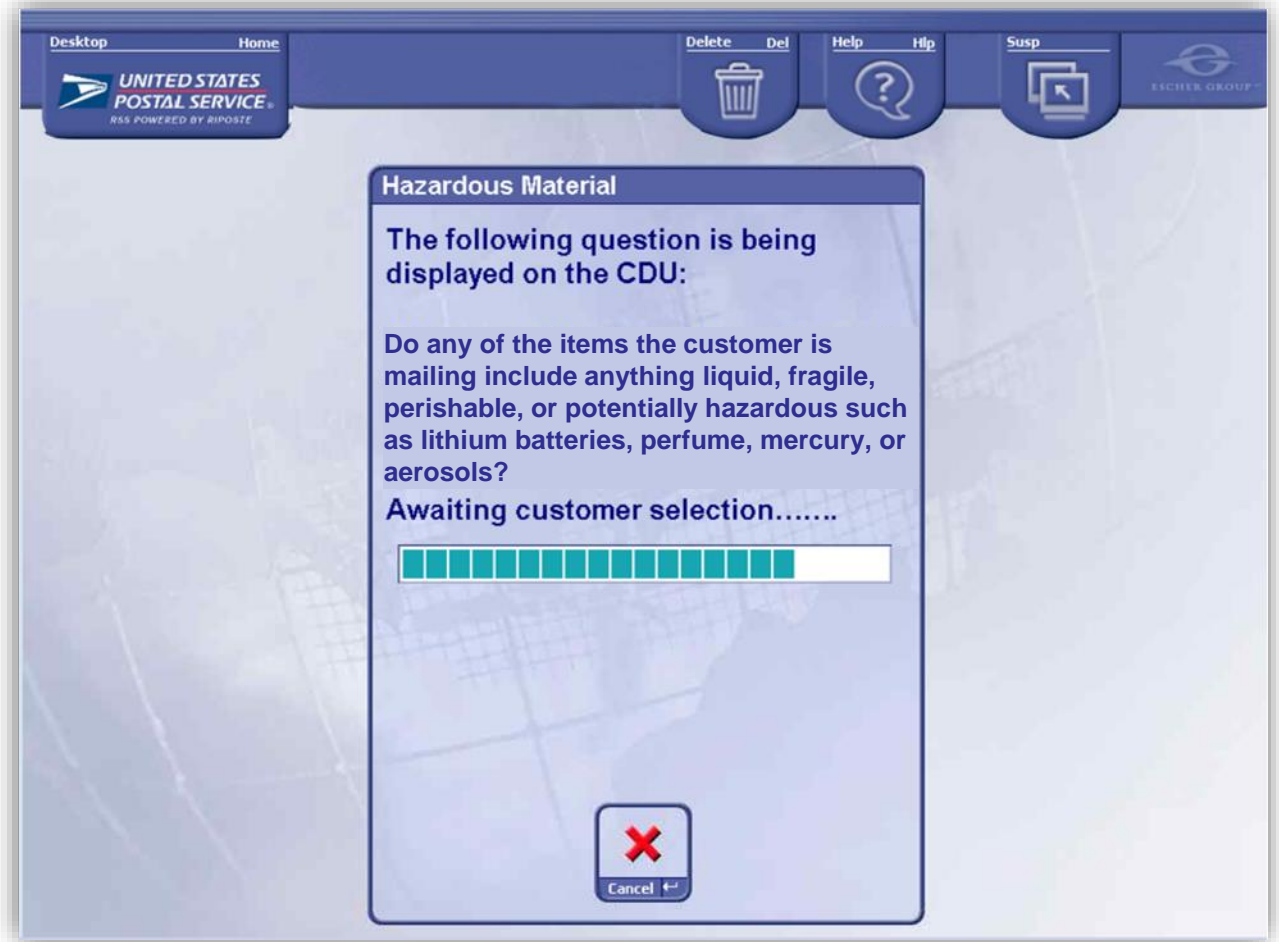
# Mailing and Shipping

- Enter the destination ZIP Code™ and press Enter.



# Mailing/Shipping – Hazardous Material

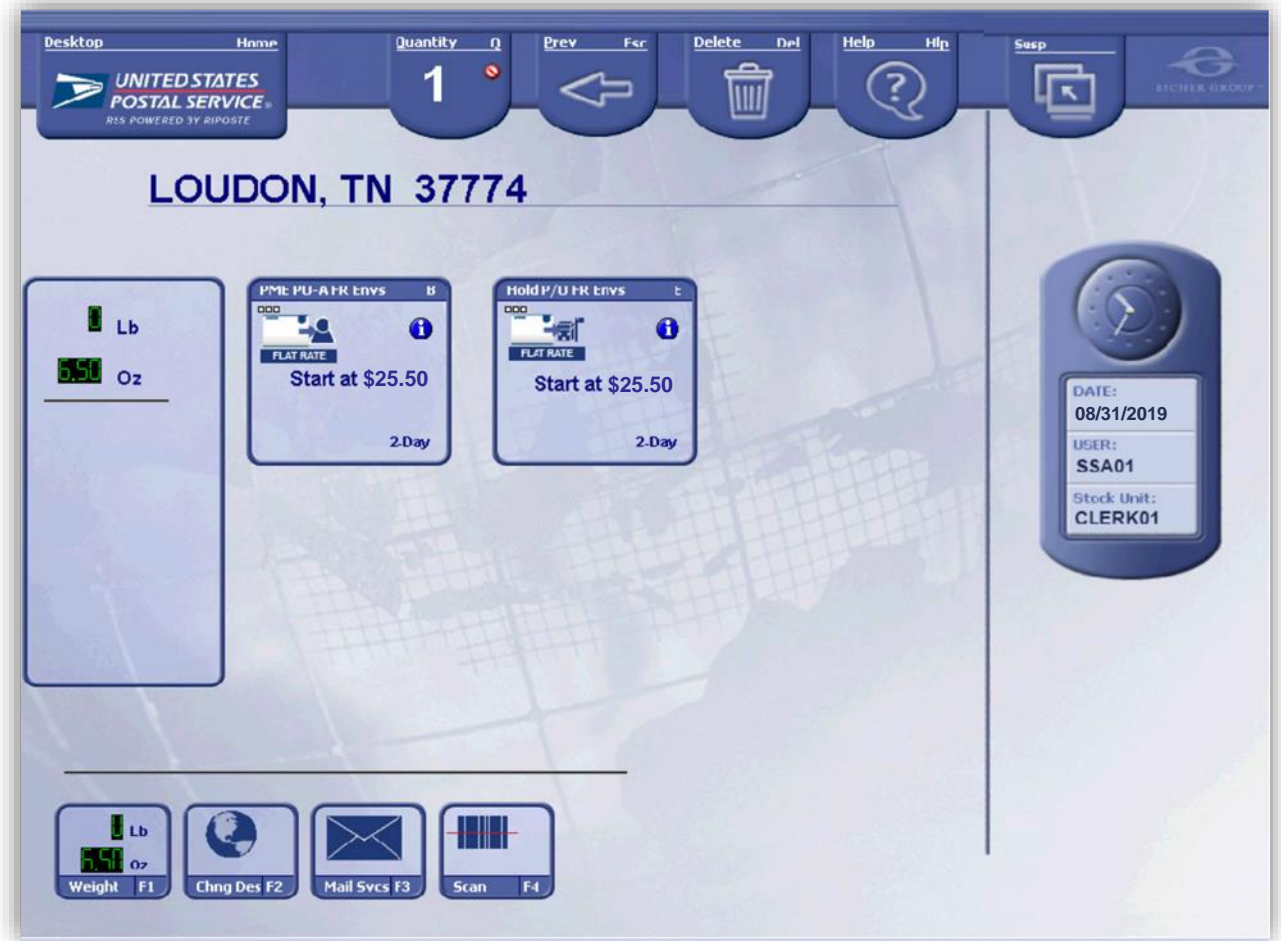
- Customer must answer HAZMAT question before proceeding.
- CDU displays question.



# Mailing and Shipping – Label Options

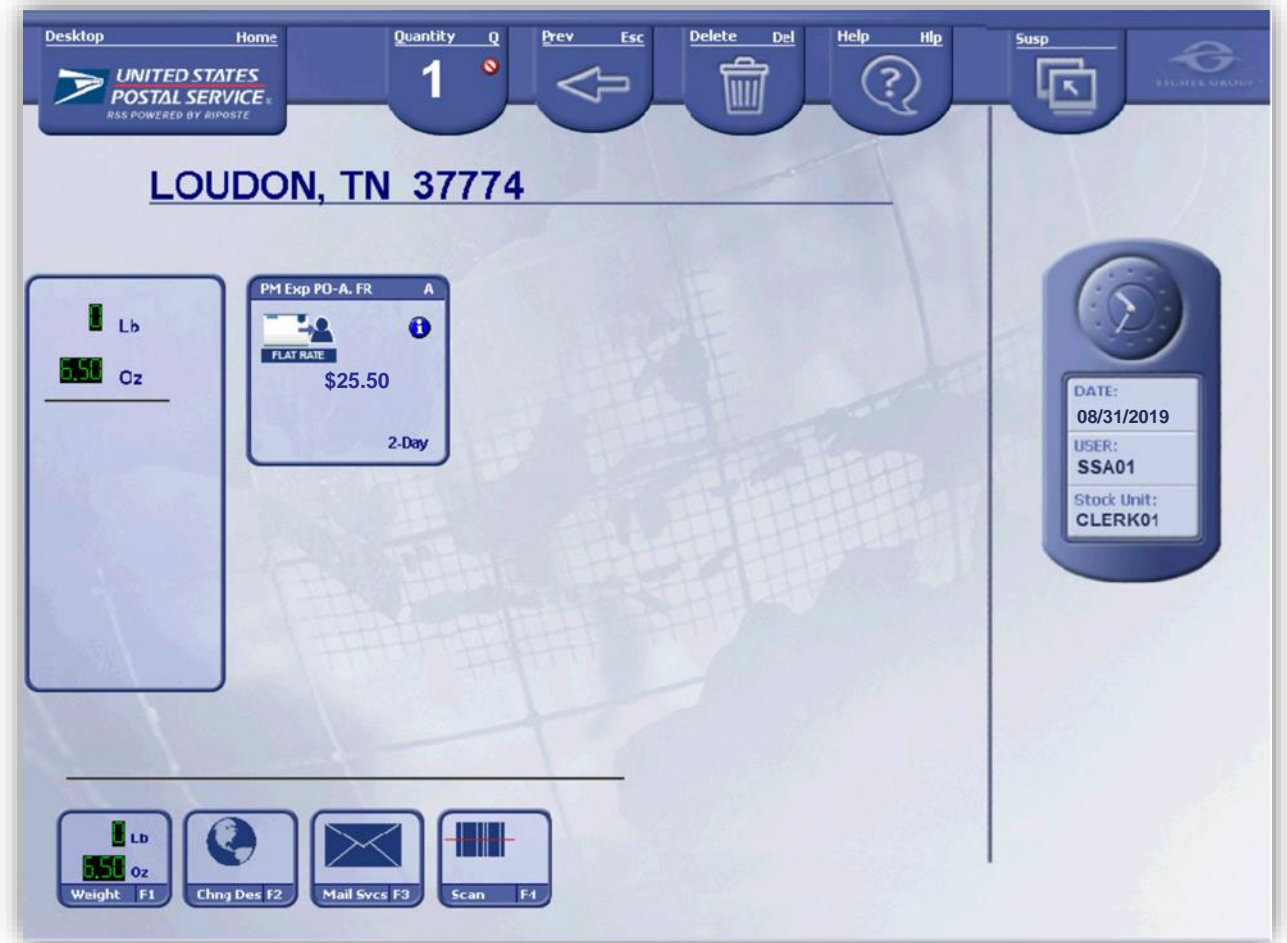
## Select Priority Mail Express<sup>®</sup> Label type:

- Post Office to Addressee.
- Post Office to Post Office Hold for Pickup.



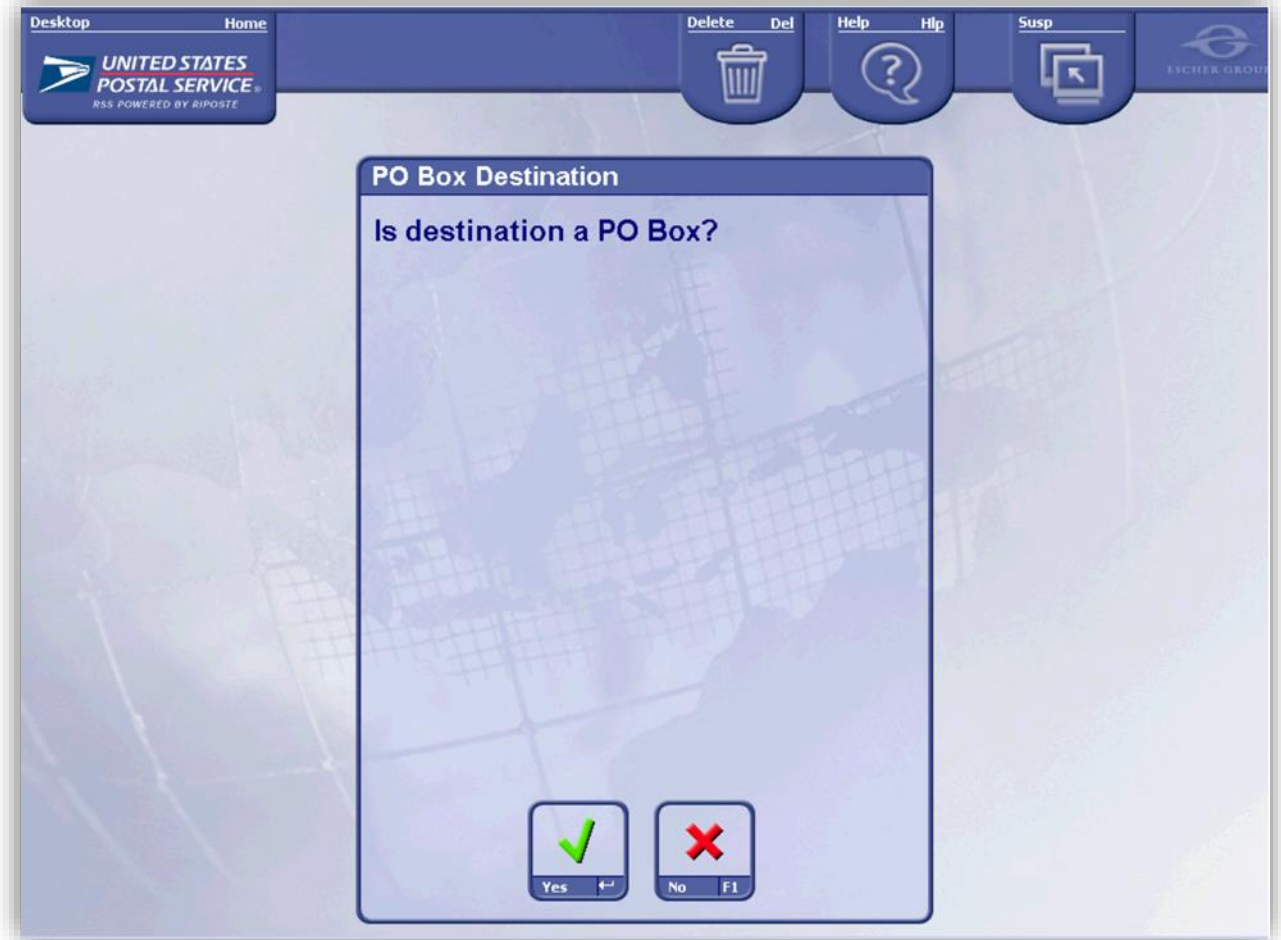
# Mailing/Shipping – Envelope Selection

- Select envelope type.



# Mailing/Shipping – PO Box Prompt

- Inquire if destination is a PO Box™.
- Click green check or red 'x' to continue.






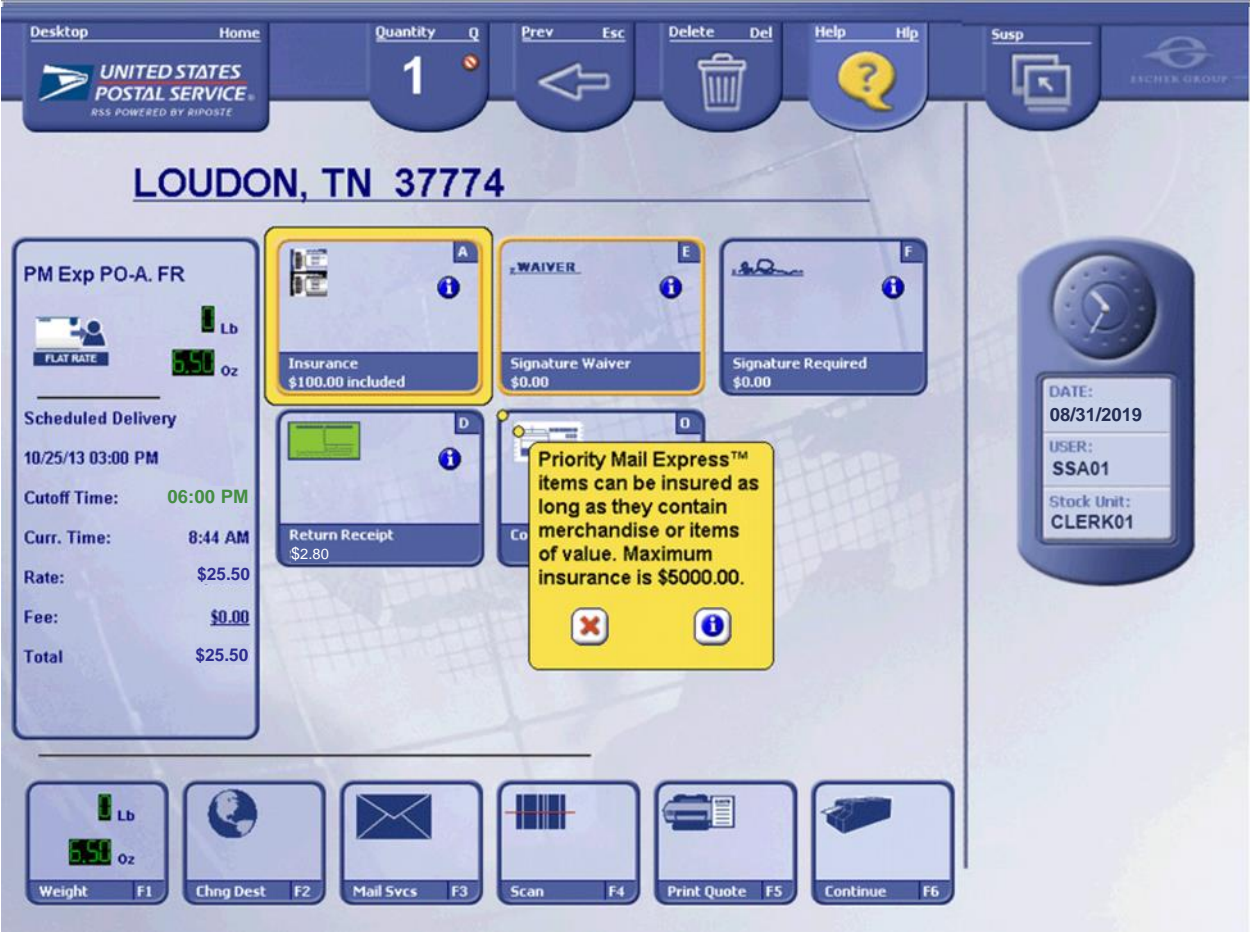
# Mailing and Shipping – Extra Services

- RSS only shows Extra Services available for type of mail being processed.
- Yellow highlights around service buttons indicate option is included.

The screenshot displays the USPS Retail Sales System (RSS) interface for a mail piece. The top navigation bar includes 'Desktop', 'Home', 'Quantity' (1), 'Prev', 'Esc', 'Delete', 'Del', 'Help', 'Hlp', and 'Susp'. The main header shows 'UNITED STATES POSTAL SERVICE' and 'RSS POWERED BY RIPOSTE'. The destination is 'LOUDON, TN 37774'. The mail piece is a 'PM Exp PO-A, FR' with a 'FLAT RATE' and a weight of 6.51 Oz. The scheduled delivery is for 10/25/13 at 03:00 PM, with a cutoff time of 05:00 PM and a current time of 8:44 AM. The rate is \$25.50, the fee is \$0.00, and the total is \$25.50. The interface shows several extra service buttons: 'Insurance \$100.00 included' (A), 'Signature Waiver \$0.00' (E), 'Signature Required \$0.00' (F), 'Return Receipt \$2.80' (D), and 'Collect on delivery' (O). The 'Insurance' and 'Signature Waiver' buttons are highlighted in yellow. A clock and user information panel on the right shows the date as 08/31/2019, user as SSA01, and stock unit as CLERK01. The bottom navigation bar includes 'Weight' (F1), 'Chng Dest' (F2), 'Mail Svcs' (F3), 'Scan' (F4), 'Print Quote' (F5), and 'Continue' (F6).

# Mailing and Shipping – Extra Services

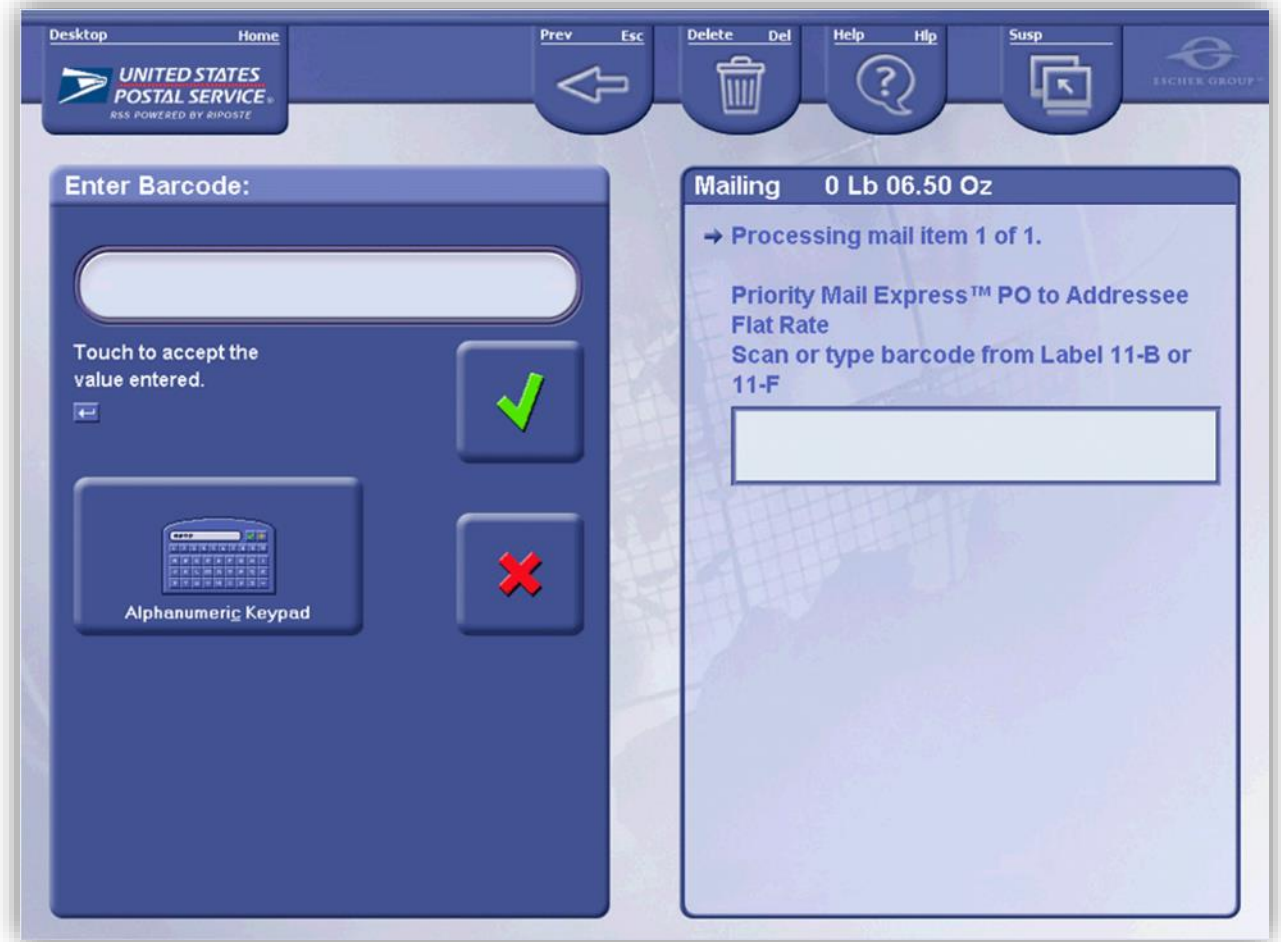
-  indicates additional information about the service.
- To activate the icon, click **Help**.



The screenshot displays the USPS shipping software interface for a Priority Mail Express package. The top navigation bar includes buttons for Desktop, Home, Quantity (1), Prev, Esc, Delete, Del, Help, Hlp, and Susp. The address is LOUDON, TN 37774. The main area shows a list of extra services: Insurance (\$100.00 included), Signature Waiver (\$0.00), Signature Required (\$0.00), and Return Receipt (\$2.80). A yellow popup window provides information: "Priority Mail Express™ items can be insured as long as they contain merchandise or items of value. Maximum insurance is \$5000.00." The left sidebar shows package details: PM Exp PO-A, FR, FLAT RATE, 6.50 Lb 6.50 Oz, Scheduled Delivery 10/25/13 03:00 PM, Cutoff Time 06:00 PM, Curr. Time 8:44 AM, Rate \$25.50, Fee \$0.00, Total \$25.50. The bottom toolbar contains icons for Weight (F1), Chng Dest (F2), Mail Svcs (F3), Scan (F4), Print Quote (F5), and Continue (F6). A clock and user information (DATE: 08/31/2019, USER: SSA01, Stock Unit: CLERK01) are visible on the right.

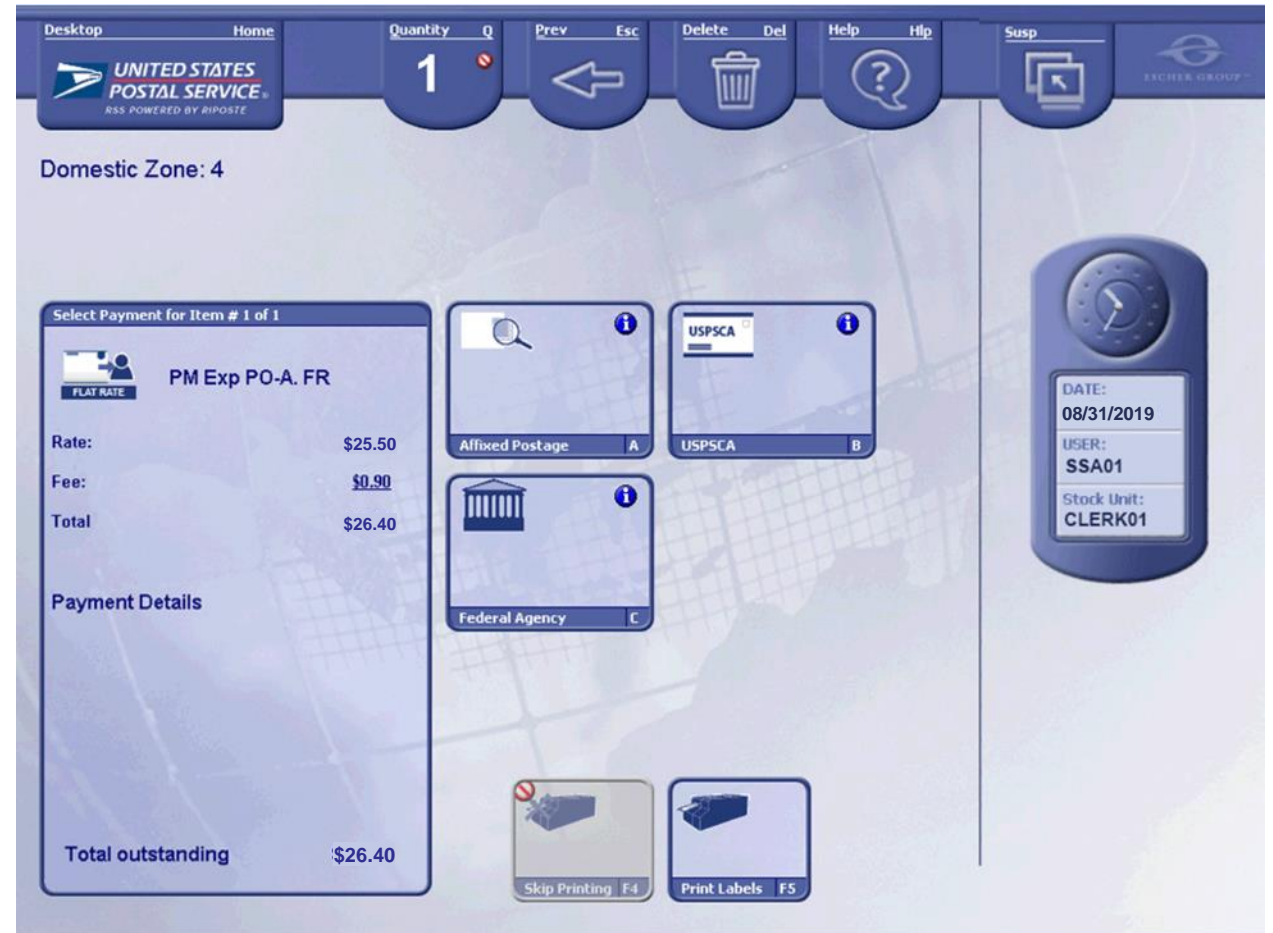
# Mailing and Shipping – Scan Label

- Scan the Priority Mail Express<sup>®</sup> shipping label.



# Mailing/Shipping – Summary Screen

- Enter affixed postage (if any).
- Verify information.
- Click **Print Labels**.
- Transaction is added to the Stack.



# Mailing Shipping – Additional Services

- After selecting the Print Labels button, mailing is added to the stack.
- To add additional services, return to the Home screen or select green check mark.
- Select Pay and End Visit to go to the Payment Screen.



# Mailing/Shipping – Payment Screen

- Select customer's preferred payment option.
- Customer receipt will print.
- RSS returns to Home screen.



# Manual Workflow

1. Place the item on the Pitney Bowes® scale.
2. Ask the HAZMAT question.
3. Measure the item (or use templates) and enter the dimensions in the scale (as applicable).
4. Select the class of mail (Options are USPS Ground Advantage, PM Express, Priority, Package Services, International).
5. Select: No Dim Entry, Dim Entry, Irreg. Shape (to enter dimensions of package), as applicable.
6. Enter ZIP Code™.
7. Meter calculates postage for destination. Collect postage.
8. Run a meter strip on the meter and place it on the package.
9. Write a receipt using PS Form 3544, provide customer copy, and thank customer.
10. Mark transaction on manual PS Form 1412.
11. Use Mobile Delivery Device (MDD) to scan item as accepted.
12. Place item in the proper separation for dispatch.



# Activity – Shipping Services



- Two volunteers for each scenario.

Form 3544

**Post Office Receipt for Money**

Post Office Main office	Station	Unit ID	No. 00
Amount (Write out in words) Twenty dollars and <sup>no</sup> / <sub>100s</sub>	Amount \$ 20.00	Date	
For stamps	AIC	Date 	
Received From (Show address only when receipt is mailed)			
Permit Number or SSN			
Postmaster (By) Joe Clerk			

PS Form 3544, January 1995 Original **Thank you**

Simulated Retail Unit Scenario Checklist			
Scenario 1	Scenario 2	Scenario 3	Scenario 4
<b>A+Greet</b>			
<input type="checkbox"/> Smile	<input type="checkbox"/> Smile	<input type="checkbox"/> Smile	<input type="checkbox"/> Smile
<input type="checkbox"/> Eye Contact	<input type="checkbox"/> Eye Contact	<input type="checkbox"/> Eye Contact	<input type="checkbox"/> Eye Contact
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Pleasant	<input type="checkbox"/> Pleasant	<input type="checkbox"/> Pleasant
<b>Inquire</b>			
<input type="checkbox"/> HAZMAT	<input type="checkbox"/> HAZMAT	<input type="checkbox"/> HAZMAT	<input type="checkbox"/> HAZMAT
<input type="checkbox"/> Priority Mail Express	<input type="checkbox"/> Priority Mail Express	<input type="checkbox"/> Priority Mail Express	<input type="checkbox"/> Priority Mail Express
<input type="checkbox"/> Priority Mail	<input type="checkbox"/> Priority Mail	<input type="checkbox"/> Priority Mail	<input type="checkbox"/> Priority Mail
<input type="checkbox"/> When do you want your item to arrive?	<input type="checkbox"/> When do you want your item to arrive?	<input type="checkbox"/> When do you want your item to arrive?	<input type="checkbox"/> When do you want your item to arrive?
<b>Procedures</b>			
<input type="checkbox"/> Completed forms	<input type="checkbox"/> Completed forms	<input type="checkbox"/> Completed forms	<input type="checkbox"/> Completed forms
<b>Comments</b>			



# Mailing Services

Products with no competition from other delivery companies:

- First-Class Mail®.
- Periodicals.
- USPS Marketing Mail®.
- Library Mail (sub-class of Package Services).
- Media Mail® (sub-class of Package Services).
- Bound Printed Matter.
- Free Matter for the Blind.
- Extra Services.



# First-Class Mail® (FCM)

- Handwritten/typewritten personal correspondence (letters, bills, statements of account, postcards, Business Reply Mail®) must be mailed as First-Class Mail®, Priority Mail®, or Priority Mail Express®.
- Protected against postal inspection.
- Postage is determined by weight (in ounces).
- FCM weighing over 13 ounces sent as Priority Mail®.
- One to five business days delivery standard.
- Forwarded free for up to 12 months.
- Returned free of charge if undeliverable.



# Periodicals

- Authorized publications such as magazines and newspapers whose primary purpose is transmitting information.
- Must be published at least four times a year, at a stated frequency, from a known office of publication, and be formed of printed sheets.





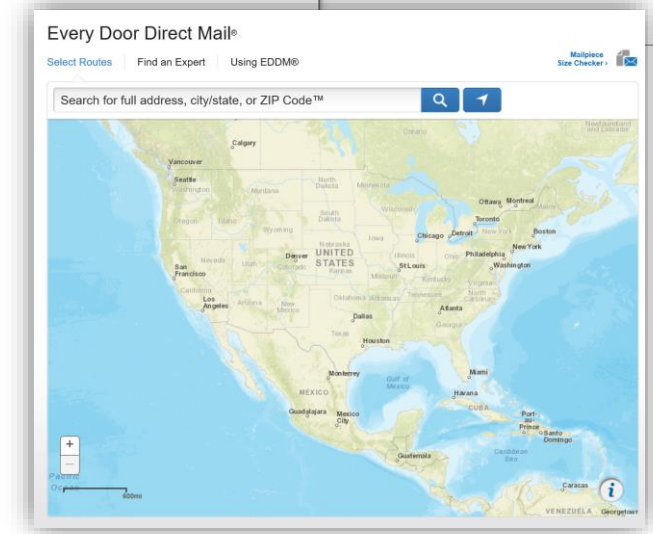
# Every Door Direct Mail® (EDDM®)

- Targeted advertising.
- 5,000 or less flat-sized mailpieces serviced by a single Post Office™.
- Payment by cash, check, debit card, or full-pay meter indicia.
- No permit required but must register.
- Simplified address.
- Online tool to select mailing routes by neighborhood, ZIP Code™, city, or target area around business.
  - Identifies active households and businesses in chosen area to estimate postage.
  - Customers bring appropriate documentation and facing slips to present with mailing.

ABC Movers  
1500 E Main Ave STE 201  
Springfield VA 22162-1010

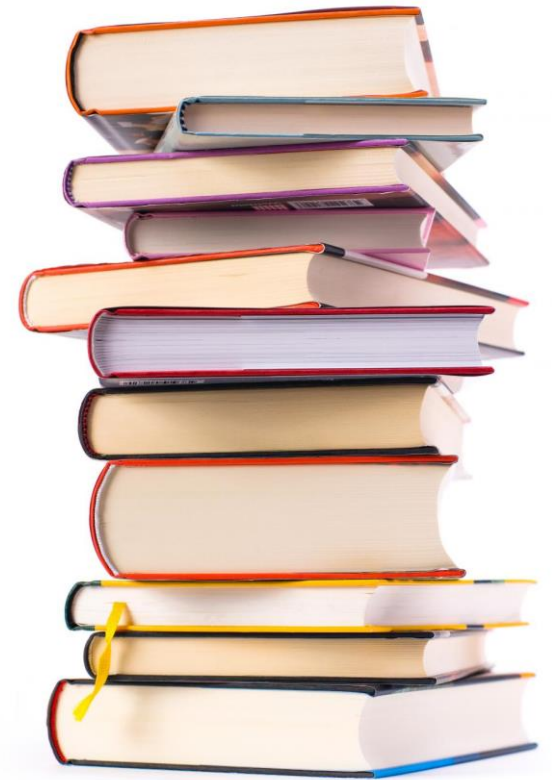
PSRT MKTG  
ECRWSS  
US Postage Paid  
EDDM-Retail

Postal Customer



# Library Mail

- Limited to books, sound recordings, academic theses, and certain other items.
- Items must be sent to, from, or between educational organizations, museums, and other qualified organizations.
- Maximum weight is 70 pounds.
- Maximum combined length and girth 108 inches.
- Lower size/weight standards for mail addressed to certain APOs and FPOs.
- Subject to inspection.



# Media Mail®

- Limited to books, sound recordings, recorded video tapes, printed music, recorded computer-readable media, such as CDs, DVDs, and certain other items.
- Cannot contain advertising except for incidental announcements of books.
- No piece may weigh more than 70 pounds.
- Combined length and girth may not exceed 108 inches.
- Lower size/weight standards apply to mail addressed to certain APOs and FPOs.
- Free USPS Tracking®.
- Subject to inspection.



# Bound Printed Matter

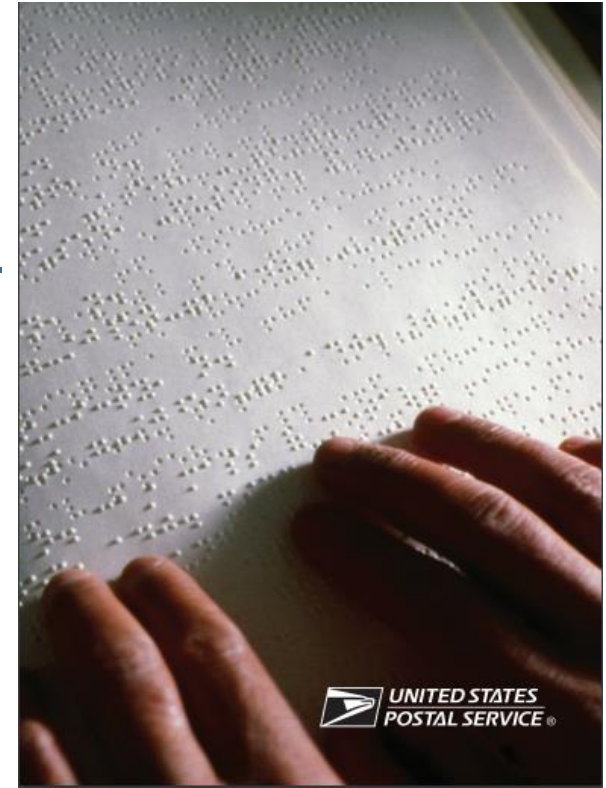
- Weigh no more than 15 pounds.
- Consist of advertising, promotional, directory, or editorial material (or any combination of such material).
- Be securely bound by permanent fastenings such as staples, spiral binding, glue, or stitching. Loose-leaf binders and similar fastenings are not considered permanent.
- Consist of sheets of which at least 90% are imprinted by any process other than handwriting or typewriting with words, letters, characters, figures, or images (or any combination of them).
- Not have the nature of personal correspondence.
- Not be stationery, such as pads of blank printed forms.





# Free Matter for the Blind

- Free service for qualifying items if mailed by or for the use of blind or other persons who cannot read conventionally printed materials due to a physical handicap.
- Limited to reading matter in braille, sound reproductions, material to produce reading matter, musical scores, or sound reproductions, braille writers and other materials for the use of blind or physically impaired people.
- Letters allowed only if in braille or in 14-point or larger sight saving type.
  - No handwritten letters.
- Cannot contain advertising.
- Must be marked “Free Matter for the Blind or Handicapped” in the upper right corner of the address side.
- Domestic shipments only; subject to inspection.
- Insurance is the only extra service allowed and the fee must be paid by the sender.



# Comparison Chart

Product	Delivery Standard	Tracking Included	Insurance Included	Free Packaging	Flat-Rate Prices	Maximum Dimensions
Priority Mail Express	1-2 days	Yes	\$100	Yes	Yes	108 length and girth, 70 pounds
Priority Mail	1-3 days	Yes	\$100	Yes	Yes	108 length and girth, 70 pounds
USPS Ground Advantage - Retail	2-5 days	Yes	\$100	No	No	130 length and girth, 70 pounds
Media Mail	2-8 days	Yes	No	No	No	108 length and girth, 70 pounds
Library Mail	2-8 days	Yes	No	No	No	108 length and girth, 70 pounds
Bound Printed Matter	None specified	No	No	No	No	108 length and girth, 70 pounds
Free Matter for the Blind	None specified	No	No	No	No	108 length and girth, 70 pounds

# Zone Charts

- Create ZIP Code™ matrix based on originating ZIP Code.
- Calculate prices.
- Identify appropriate distance code assigned to each origin and destination ZIP Code pairing.

**USPS.COM** Domestic Zone Chart

Effective Date: June 1, 2017  
Postal Zone Charts

Get Zone Chart    [Get Zone for ZIP Code Pair](#)

Enter a 3-digits ZIP Code

Display as an EXCEL Formated Table

The first 3-digits of your destination ZIP Code determine the zone.

\* Indicates ZIP Code range within the same NDC as the origin ZIP Code  
+ Indicates ZIP Code range has 5-Digit Exceptions

ZIP Code	Zone	ZIP Code	Zone	ZIP Code	Zone	ZIP Code	Zone
005	3	245	2	510---513	6	730---731	6
006---009	7	246---253	3	514	5	733---741	6
010---012	3	254	1*	515---516	6	743---754	6
013---059	4	255---266	3	520---528	5	755---756	5
060---076	3	267---268	1*	530---532	5	757---770	6
077	2	270---286	3	534---535	5	772---784	6
078---079	3	287---296	4	537---551	5	785	7
080---087	2	297	3	553---564	5	786---796	6
088---098	3	298---312	4	565---567	6	797---816	7
100---119	3	313---317	5	570---577	6	820---828	7
120---123	4	318---319	4	580---588	6	829---838	8
124---127	3	320---342	5	590---597	7	840---844	8
128---129	4	344	5	598---599	8	845---847	7
130---154	3	346---347	5	600---611	4	850---853	8
155	2	349---352	5	612---616	5	855---857	8
156	3	354---369	5	617---619	4	859---860	8
157---159	2	370---374	4	620	5	863---864	8
160---165	3	375	5	622---623	5	865	7
166	2	376---379	4	624	4	870---871	7
167	3	380---383	5	625---631	5	873---880	7
168---179	2	384---385	4	633---641	5	881---882	6
180---188	3	386---398	5	644---658	5	883---885	7
189---199	2	399---410	4	660---662	5	889---891	8
200---212	1*	411---412	3	664---668	5	893---895	8

# Addressing

- Address on side bearing postage.
- Ensure only one delivery address is displayed.
- Address includes all required elements:
  - Recipient Name
  - Delivery Address
  - City, State, and ZIP Code™
- Return address contains same elements as delivery address.



# Packaging

- Mailpieces must withstand normal transit and handling without:
  - Breakage or deterioration of content.
  - Package breakage.
  - Injury to USPS<sup>®</sup> employees.
  - Damage to other mail.
- Cushion fragile items.
- Package so contents do not shift.
- Brace and cushion heavy items.



# Preparation and Sealing

- Tape box opening and reinforce all seams with 2-inch wide clear or brown packaging tape, reinforced packaging tape, or paper tape.
- Do not use cord, string, twine, masking or cellophane tape.
- Boxes originally containing hazardous materials like bleach, household cleaners, and alcohol must have all original markings and labels on the box removed or completely obliterated by the customer.
- You may not remove, cross out, or obliterate markings or labels on mailpiece.



# Product Knowledge

- Knowledge strengthens communication skills, boosts enthusiasm, and assists in overcoming concerns.
- Improves customer satisfaction and drives repeat business.
- Improves customer interaction and ability to provide mailing solution.
- Provides world-class customer experience, increases revenue, and aids your ability to provide customer education.
- Ensures loyal, satisfied, returning customers.



# Importance of Product Knowledge

- Customers choose us for dependability, trustworthiness, and knowledge.
- Stay current and informed - new products and services.
- Become a solutions specialist.
- Resources include Postal Bulletin and [usps.com](https://usps.com)®.
- Build loyal customers and accomplish Retail mission.





# Gaining Product Knowledge

- USPS.com<sup>®</sup>
- Postal Explorer<sup>®</sup>
- Postal Bulletin
- Retail Digest
- Postal Pro<sup>™</sup>
- Customer should feel special and appreciated.
- Dissatisfaction results in lost customers and revenue for USPS<sup>®</sup>.

Retail Revenue <sup>1</sup>		Retail Customer Experience <sup>2</sup>		Wait Time in Line <sup>3</sup>		Expanded Access
FY 2017		FY 2017 GOAL: 93.9%		FY 2017 GOAL: 91% and 5:00 minutes (avg.)		FY 2017 GOAL: 45%
Month-to-Date	Year-to-Date	Quarter 3 <sup>4</sup>	Quarter 2	Quarter 2	Quarter 2	May
\$ 317,694,972	\$ 9,444,167,233	92.59%	87.63%	2:35 min. (avg.)	2:48 (SPLY)	24.0%
-9.05% to Plan	-3.17% to SPLY	90.76% (SPLY)	85.95% (SPLY)	2:35 min. (avg.)	2:48 (SPLY)	24.0%

# Promoting Premier Products

- Match customer's shipping needs with USPS premium products and services:
  - Priority Mail Express®.
  - Priority Mail®.
- Priority Mail is as reliable as our competitor's products.
- Other products that meet customer needs and increase revenue:
  - Insured Mail.
  - Post Office Boxes™.



# Counter Activity



- Two volunteers will role-play in each of the four scenarios (total of eight).
- All other participants will serve as observers.