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Mr. Ivan D. Butts
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National Association of Postal Supervisors
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Dear Ivan:

As a matter of general interest, the Postal Service has revised the *Function 4 PSE Distribution Clerk* training.

The revisions are to remove and/or update obsolete terminology, procedures and reporting technologies.

Enclosed on compact disc (CD) for your review:

- An electronic copy of the current *Function 4 PSE Distribution Clerk* training guide with track changes.
- An electronic final draft copy of the revised *Function 4 PSE Distribution Clerk* training guide.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter or would like to meet to discuss the proposed changes.

Sincerely,

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

Shannon Richardson
Director
Contract Administration (APWU)

Enclosure



Function 4 PSE Distribution Clerks

On-the-Job Training Workbook

June 2024

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

Use of Training Materials

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS® policies and standards and do not represent the establishment of new regulations or policies.

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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: Introduction to On-the-Job Training

Instructional Methods:

- Self Study

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Introduction to On-the-Job Training

These performance elements are presented in the workplace environment, using discussions, and demonstrations. Other training elements are presented in an on-the-job environment including, mail scanning, sorting, processing, dispatching, collections, and hands-on practice. The primary goal of this training program is to provide new Function [Four](#) Distribution Clerks with the basic knowledge and skills to perform their duties.

On-the-job training instructors should follow the guidelines provided and review the Function Four Distribution Clerk OJT Checklist with the trainee at the end of each day. The Function Four Distribution Clerk on-the-job training is not to be performed on overtime. On-the-job training instructors are to be given adequate time while on the clock to prepare for providing OJT. The OJT is designed for the new Function Four Distribution Clerk to obtain hands-on experience at their designated duty location, where they work one-on-one with an OJT Instructor.

Use this On-the-job Training Guide to provide new Function Four Distribution Clerks with the appropriate on-the-job training and to closely monitor the complete on-the-job training process. Adapt your training techniques to meet the needs of the new Function Four Distribution Clerks. For instance, some new Function Four Distribution Clerks will be able to perform the tasks with very little assistance and others may need more practice and guidance.

Remember, on-the-job training is critical to the success of this training program.

Employees who are responsible for on-the-job training of newly assigned Function Four Distribution Clerks are to be provided a copy of the OJT guide as well as time on the clock to review the material.

Overview:

Function Four Distribution Clerk On-the-Job Training includes key elements common to all Function Four Distribution Clerks such as:

- Distribution Operations
- Mail Transport Equipment
- Hazardous Materials
- Mail Classification
- Missent Mail

- Short Paid Mail
- Accountable Mail
- Post Office® Box Operations
- Computerized Forwarding System
- Parcel Return Service
- Anonymous Mail

Module 2: Responsibilities of the On-the-Job Training (OJT) Instructors

Instructional Methods:

- Demonstration
- Practice
- Observation
- Coaching

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Duties of the On-The-Job Instructor

As an On-the-Job Instructor, you play an important role in this training. Your willingness to share information, demonstrate how to perform tasks, and answer questions is essential to the success of the training process.

You should show a positive attitude; encourage the new Function Four Distribution Clerks to ask questions and to share experiences and information. This creates an environment of trust in which the new Function Four Distribution Clerks are more likely to learn and apply the information.

Your goal is to help the new Function Four Distribution Clerks understand the tasks and apply them to the job. Allow the new Function Four Distribution Clerks to provide feedback and share what they see as obstacles in completing a task. Use this feedback to determine if further instruction is needed.

Setting the Stage for OJT

Explain that you will demonstrate tasks and observe the trainee in performing Function Four Distribution Clerk duties. Provide appropriate coaching, feedback, and positive reinforcement.

Training Process

Use the following process for each of the Function Four Distribution Clerk on-the-job tasks:

- Demonstrate to new Function Four Distribution Clerks how to perform a task.
- Observe new Function Four Distribution Clerks performing the task.
- Repeat this process as needed.

Enclosed in the back of this guide is an OJT Task Checklist that you will use to provide the new Function Four Distribution Clerk with an appropriate learning experience. Management will reproduce the OJT Task Checklist and Certification of Completion locally. Initial the proper item on the checklist as each item is completed.

New Function Four Distribution Clerks may indicate items for which they would like supplementary coaching in the notes section. Please follow the instructions for completion of the OJT Certification of Completion listed on page 7-15.

Demonstrate and Experience Tasks

As the On-the-job Instructor, you introduce new Function Four Distribution Clerks to the daily duties and responsibilities of their position. As you introduce different tasks, have the new Function Four Distribution Clerk observe then explain each task, and provide instruction on each step of the task. Once demonstrated, allow the new Function Four Distribution Clerk to perform the same task with coaching as needed. While observing the new Function Four Distribution Clerk perform tasks, encourage questions to obtain feedback, and verify the new Function Four Distribution Clerk's understanding of tasks. Repeat this process as needed throughout the entire on-the-job instruction.

Function Four Distribution Clerk OJT Task Checklist

The OJT Instructor and the trainee will review and discuss the new Function Four Distribution Clerk's Task Checklist in private to plan for continued development for the remainder of the OJT. The OJT instructor should use positive reinforcement to promote a learning environment where the trainee is comfortable and demonstrates proficiency.

Module 3: Duties of the Facility Manager or Designee

Instructional Methods:

- Self-study

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Duties of Facility Manager or Designee

Have the new Function Four Distribution Clerk report to the on-the-job instructor (OJI). Explain that the OJI conducts on-the-job training.

Contact your local Employee Development staff to obtain multiple copies of on-the-job training materials and participant guides. Provide a copy of these materials to each OJI. Management will allow four hours for each OJI while on the clock as time for the initial review of materials prior to providing OJT. Ensure that the new Function Four Distribution clerk is provided a copy of the new training guide on the first day.

The station manager, Postmaster, or designee conducts the following portion of the training on the first day.

Welcome Session

Welcome the new Function Four Distribution Clerk and introduce them to other employees.

Clarify any questions the new Function Four Distribution Clerk might have concerning the OJT process and Function Four Distribution Clerk duties.

Emphasize the new Function Four Distribution Clerk's responsibility to perform their duties in a safe and professional manner.

Reinforce the importance of having a positive attitude towards individual work performance and instill a sense of belonging to the postal team.

First Day Activities

Tour of Installation

Review time recording method:

- Location of [MDD-IO scanners](#).

Demonstrate and discuss processing and distribution operations.

Share key facility locations:

- Restroom/locker room.
- Obtain locker assignment.
- Location to place personal items/policy for placement of personal items.

Lunch/break rooms:

-
- Lunch and break policy.

Smoking area/policy.

Entrances and Exits:-

- Emergency.
- Employee.
- Customer.

Discuss parking:

- Customer.
- Employee.

Share bulletin/huddle board locations.

Discuss Safety procedures with the Function Four Distribution Clerk:

- Emergency Action Plan/Emergency gathering points.
- Location of the fire extinguisher.
- Location of the safety bulletin board.
- Material Safety Data Sheets (MSDS).
- Facility Specific safety rules.
- Means of egress, keeping aisles clear.
- Any asbestos and lead materials in the facility.
- Reporting of accidents and inoperable equipment.

Administrative Procedures

- Set up ACE ID
- Visit eAccess (Blue>Essential Links>eAccess) to request employee access to “ACE Active Directory” and “ACE Display Name.” Complete requests with all required information. For additional assistance, after logging into to eAccess, select the blue “Help” button in the upper right-hand corner of the screen. eAccess FAQs and User Guides are available.

Once employee has received ACE ID, obtain access to programs needed in your unit through eAccess and/or ARIS. Possible accesses needed may include:

- ACE (ACTIVE DIRECTORY).
- ACE Display Name.
- ~~ACE Web Conferencing.~~
- Change of Address Reporting System (COARS) Unit Supervisor.
- Collection Point Management System (CPMS).
- e1412 – For non RSS sites.
- Electronic Uncoded Address Resolution Service (eUARS).
- Intelligent Mail Data Acquisition System, Regional Intelligent Mail System (IMDAS RIMS).
- Mail Transport Equipment Labeler (MTEL).
- My Post Office (MyPO).
- Outlook.
- PostalOne!
- ~~Remote Forwarding System (RFS).~~
- Retail Systems Software (RSS).
- Scan Point Management System (SPM).
- Single Package Look Up (SPLU) AWS.
- Single Package Look Up (SPLU) Database.
- WebBATS.

Explain work hours and schedule.

- Show where schedules are posted and date of required posting.
- Share attendance policy and procedures to follow when unable to report for work.

Provide Station/worksite phone numbers.

- Discuss use of telephone, cell phone, and headsets.
- Postal Service™ telephones are for official use.

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Discuss dress code, including proper footwear.

Employee Rights and Responsibilities –

Safety and Health EL-814, Postal Employee's Guide to Safety

Employee Rights

Employees have the right to:

- a. Become actively involved in the Postal Service Safety and Health Program and to be provided a safe and healthful work environment.
- b. Report unsafe and unhealthful working conditions using PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice*.
- c. Consult with management through appropriate employee representatives on safety and health matters, i.e., program effectiveness and participation in inspection activities where permissible.
- d. Participate in the safety and health program without fear of restraint, interference, coercion, discrimination, or reprisal.

Employee Responsibilities

It is the responsibility of all employees to:

- a. Comply with all OSHA and postal safety and health regulations, procedures, and practices, including the use of approved personal protective equipment (PPE).
- b. Keep the work area in a safe and healthful condition through good housekeeping and proper maintenance of property and equipment.
- c. Immediately report safety hazards and unsafe working conditions.
- d. Perform all duties in a safe manner.
- e. Keep physically and mentally fit to meet the requirements of the job.
- f. Immediately report any accident or injury in which they are involved to their supervisors, regardless of the extent of injury or dollar amount of damages.

Module 4: Day 1-Duties of the On-The-Job Instructor

Instructional Methods:

- Self-study

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Day 1: On the Job Training



Welcome the new Function Four Distribution Clerk to the Postal Service and introduce yourself. Let the new Function Four Distribution Clerk know that you will be conducting on-the-job training and providing on-the-job instruction to help them learn their duties and responsibilities.



The following duties and responsibilities (as applicable to the work environment) should be clearly defined and demonstrated at the employee's assigned duty station. This allows the employee to hear your instruction, visualize the task, and properly apply what they learned. Provide employee with a copy of Function Four Distribution Clerk On-the-job Workbook, applicable Standard Work Instructions, and resources available in the Appendix or from the CRDO Resource Library.

*To access CRDO Resource Library visit the Blue page. On the left-hand side under Featured Topics, select CRDO Resource Library.



Safety

- Explain and demonstrate how to properly lift large parcels and when to ask for assistance lifting.
- Walk through safe operation of mail transport equipment, e.g., Over-the-Road Containers (OTRs), All Purpose Containers (APCs), hampers, pallet jacks (refer to the Appendix), etc. Discuss how to maintain a safe environment by stacking empty sacks, empty equipment clean-up, pushing not pulling equipment, and by keeping distribution walkway clear and clean.
- Demonstrate how to identify and explain procedures for removing inoperable equipment.
- Explain and demonstrate safe unloading of Mail Transport Equipment (MTE).

Timekeeping & Labor Distribution Codes (LDC)

Identify the new Function Four Distribution Clerk's location and method of clocking in. Demonstrate proper clock ring moves and explain why clock ring moves affect productivity. Identify operations utilized locally and explain the different Labor Distribution Codes.

LDC 41 – Automation (Letters/Flats/Parcels).

LDC 42 – Business Return Service – PRS/BRM/Postage Due.

LDC 43 – Manual Unit Distribution – Letters/Flats/Parcels/Allied Distribution.

LDC 44 – PO Box™ Distribution.

LDC 48 – Admin/Customer Service – Express/Travel/Admin Duties/Collections/RFS/PFS/Customer Service Admin.

AM Distribution

Explain and demonstrate how to set up distribution area and Mail Transport Equipment (MTE) for carrier routes and sorting. Provide overview of office setup, including differing zones in relation to hamper placement and variations in distribution, including Connect Local, Contract Post Offices (Village Post Offices (VPO), Community Post Offices, Contract Postal Units), Satellite Offices (Post Office Box Only and Carrier Annexes), Remotely Managed Post Offices (RMPOs), etc.

- Ensure each route/downstream office has a designated hamper for parcel distribution.
- Place empty flat tubs inside of Small Parcel and Rolls (SPRs) holding rack, if applicable.
- Push, never pull, all incoming mail volume to proper staging area.
- Sort all presort bundles and Non-Linear Mail (NLM) letters and flats by routes and distribute to carriers' fiber dome or case ledge.
- Once distribution is complete, stage empty MTE in designated area. Refer to MTE glossary in the Appendix.

Identify applicable sorting equipment: Passive Adaptive Scanning System (PASS) / Delivery Schemeless Sortation (DSS) / Mobile Deliver Device-In Office (MDD-IO) Automated Delivery Unit Sorter (ADUS) / Small Delivery Unit Sorter (SDUS) and demonstrate setup, including Delivery Day Indicator (DDI) setup and Arrival-at-Unit (AAU) scanning process.

Standard Work Instructions can be found in the CRDO Resource Library.

- PASS Delivery Day Indicator
- DSS Delivery Day Indicator
- ~~IMDAS~~ ~~MIG~~ ~~MDD-IO~~ Delivery Day Indicator
- ADUS-SDUS Delivery Day Indicator
- Arrival at Unit AAU

Explain:

Allied Distribution – staging and unloading incoming mail:

- Unloading MTE and staging in proper location.
- Delivery Point Sequence (DPS) Mail Staging – refer to [DPS SWI](#) (Standard Work Instruction) located in CRDO Resource Library.
- Break down flat tubs and letter trays.
- Distributing Automated Flat Sorter Machine (AFSM) flats, presort bundles, circulars, etc. to carrier cases.
- Emptying sacks (not during parcel distribution).

Demonstrate how to unload MTE from transportation trucks.

- Explain MTE placards and demonstrate scanning process.
- Scan placards from incoming mail volume unload/distributed before the completion of distribution.

Identify scheme board and explain local process for parcels that route is not identified during distribution scanning.

Mail Transport Equipment (MTE) & MTE Placards-AM

Mail Transportation Equipment (MTE) Placards are placards printed via the Mail Transport Equipment Labeler (MTEL) system. Each piece of incoming MTE should have a unique placard attached. 99P, 99S and 99 T/V are barcode designations to identify the type of mail preparation and MTEL placard. Refer to [MTEL Scanning Inbound and Outbound](#) in the CRDO Resource Library.

- Ensure the clerk performs the scanning process when the MTE with an MTEL placard arrives at the unit.

Types of Placards

- 99T – Trailer: Barcodes affixed to the trailers to collect Arrive and Depart scan events
- 99S – Stations: Placards originating from the Delivery Units that are destined for the processing facilities
- 99P – Plants: Placards originating from the processing facilities that are destined for the Delivery Units.

Scans involve both the truck trailer (99T or 99V barcodes and the MTEL placards (99P QR barcodes) on all incoming mail containers.

- Arrive Scan 99T/V barcode from incoming dispatch trailer (if clerk is on duty).
- Unload Scan 99P barcode from each incoming container.
- Mark unload complete on all placards.
- Always cradle scanners after each trip to ensure data transmission.

Scan “Inventory Complete” barcode once all mail is distributed.

Mail Transport Equipment Activity

Identify an MTE placard on a container in your unit, then scan the 99P barcode and select “Unload.”

Hazardous Mail

Explain Hazardous Mail and identify the HAZMAT (Hazardous Materials) Staging Unit. Demonstrate the process to identify, handle, process, and transport mail containing, or believed to contain, hazardous material.

Hazardous materials are any article or substance designated by the U.S. Department of Transportation (DOT) as being capable of posing an unreasonable risk to health, safety, or property during transportation.

Hazardous Mail Procedures

Check the delivery and return address. Conduct a visual inspection of all sides.

Separate HAZMAT parcels from all other items. Separate mailable HAZMAT from nonmailable in the HAZMAT staging area.

Use Notice 107, Let's Keep the Mail Safe, to help explain why the material is not mailable or properly packaged.

Hazardous material disposal must be coordinated by the local facility manager. The appropriate safety/environmental staff should be consulted for guidance on applicable disposal regulations/responsibilities and for assistance in identifying local contractors that can properly dispose of the HAZMAT.

HAZMAT Staging Area - The facility must have at least one designated hazardous material staging area. Each staging area must have the following materials and references:

- PS Form 6812, Non-Mailable Item Fact Sheet Logs.
- PS Form 6813, Non-Mailable Item Fact Sheets.
- PS Form 6814, Air Transportation HAZMAT Log (Required for facilities who tender mail to airports).

Approved Standardized Hazardous Materials Placards.

- Label DECDDD4, *Prohibited Item Return Label* (Jan 2005 version).
- Label DECDDD5, *International Prohibited Item Return Label* (Jan 2006 version).
- MI DM-601-2016-2, *Hazardous Materials Acceptance and Handling Policy*.
- SOP for the Handling and Processing of Hazardous Materials.
- PS Form 1770, *Mail Piece Spill or Leak Incident Report* (hard copy or electronic).
- Tag 44, *Sack Contents Warning Tag* (September 2006 version).
- Label 127, *Surface Transportation Only* (No Fly Stickers).
- Poster 298, *DOT Domestic Hazardous Materials Warning Labels* (September 2012 version).

Employees who work at the staging area must have ready access to the [Domestic Mail Manual \(DMM[®]\)](#), [International Mail Manual \(IMM[®]\)](#), [IMM[®]](#) and PUB 52 available online at Postal Explorer[®] at pe.usps.com

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Hazardous Mail Activity

Identify Label 127 in your unit's HAZMAT staging area.

Mail Classifications

Using Appendix D Refer to DMM 100 Identifying Mail Classes Retail Mail Letters, Cards, Flats, and ~~to~~ Parcels to identify mail classifications regarding sorting.

- First-Class Mail[®] includes postcards, letters, and flats, and parcels. To determine if a mailpiece is First-Class^{®TM}, examine the indicia and markings.
- Priority Mail[®] and Priority Mail Express[®] includes Priority Mail and Priority Mail Express product markings, such as flat rate packaging and non-flat rate packaging and indicia. If a mailpiece has no markings and weighs more than 13 ounces, it is Priority Mail.
- USPS Ground Advantage Retail parcel is:
 - A mailpiece that exceeds any one of the maximum dimensions for a flat (large envelope). See 2.1.
 - A flat size mailpiece, regardless of thickness, that is rigid or nonrectangular.
 - A flat size mailpiece that is not uniformly thick under 2.4.
 - A mailpiece that does not exceed 130 inches in combined length and girth.
- Periodicals consists of magazines, newspapers, and other publications. Bears no indicia. May or may not have the marking “Periodicals.”
- USPS Marketing Mail[®] includes Marketing Mail (or Standard Mail) and Non-Profit Marketing Mail.

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Package Services

Package Services can be identified by indicia and markings:

- Bound Printed Matter – Mail permanently bound sheets of advertising, promotional, directory, or editorial material such as catalogs and phonebooks.
- Media Mail[®] – Media material only. Packages cannot contain advertising, video games, computer drives or digital drives of any kind.
- Library Mail – Send items from, to or between academic institutions, public libraries, museums, and other qualified organizations.

- ~~USPS Retail Ground® — Individually mailed packages weighing 70 lbs. or less.~~
- ~~Parcel Select® Destination Entry (Parcel Select, Parcel Select Ground®, Parcel Select Non-presort, Parcel Select Lightweight®)~~ Economical ground delivery service designed for ~~large and medium sized~~ high volume shippers. Packages can weigh up to 70lbs and measure up to 130 inches in combined length and girth (distance around the thickest part.) Paid with a permit or mailer.
- ~~Return Service — Parcel Return Service (unique zip™: 569xx), Merchandise Return Label, and Ground Service Return. Allows~~ customers to return merchandise to shipper without paying postage. Parcels that are picked up in bulk by authorized permit holders or agents.
- ~~USPS Connect Returns - Priority Mail Express Return, Priority Mail Return, and USPS Ground Advantage Return. Same~~ identifiers as outbound products.
- Business Reply Mail® can be identified with the “Business Reply Mail” marking and postage imprint “No Postage Necessary If Mailed in the United States.” All employees who handle Business Reply Mail should complete the required training course titled “Business Reply Mail” available in the HERO learning portal.

Mail Classification Activity

Obtain a parcel from the distribution area and ~~utilize Appendix D “Identifying Mail Classes”~~ refer to DMM 100 to identify the appropriate mail class for that parcel.

Missent Mail

Explain the process for Misshipped, Missent, Missort (3M), and Loop mail.

- Missent Package – Internal package (from plant) not for your facility. Scan Missent package AAU then MISSENT using an MDD-IO configured in-office. No other scans are to be made on the piece.
- Misshipped Package – External package (from drop shipment typically) that is not for your facility. Scan Misshipped packages AAU then MISHIPPED using an MDD-IO configured in-office. No other scans are to be made on the item.
- Missort – Mailpiece that is sorted to the wrong route in your unit. Must be retrieved and sorted to the correct route for delivery.

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- Loop Mail – mail sent to an incorrect destination due to an incorrect barcode and/or incorrect ZIP Code™. If loop mail is left uncorrected in an automated processing environment, it continues to be sent to the incorrect address creating needless multiple handlings, increasing transportation costs, and adversely impacting service.

Missent Mail Activity

Obtain a Missent package in your unit and follow the proper scanning procedure.

Package Intercept/Customs Intercept

USPS Package Intercept® is a fee-based service offered that allows the sender or recipient to stop delivery or redirect a package, letter, or flat with a barcode that is not out for delivery or already delivered. Most domestic mailings with a tracking or extra service barcode are eligible for Package Intercept. PASS/DSS/SDUS/ADUS equipment identifies Package Intercept items during distribution. **Explain the process of handling package intercepts during processing and how requests are printed utilizing MyPO. (who explains this?)**

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PASS/DSS equipment identifies Customs Intercept (CI) items during distribution. It is critical that CI pieces are properly intercepted, processed, and returned to the ISC (International Service Center). Explain the process of handling custom intercepts during processing; refer to the SWI in the CRDO Resource Library.

Package Intercept Requests Activity

Open My~~Y~~PO on your unit's computer and identify the location of Package Intercept Requests in the program.

Short paid Mail and Automated Package Verification (APV) Program

Explain short paid postage / postage due mail articles and identification processes, including APV.

Short paid postage is any form of shortage based on insufficient postage being paid when a piece is mailed. Common violations include:

- Counterfeit/Fraudulent Labels.
- Dimensional (DIM) weight rate is not applied to larger packages with little weight.

- Duplicate Labels.
- First-Class flats or parcels weighing over classified First-Class flat or parcel rate.
- Flat Rate packaging not claimed correctly, or weight price used in lieu of flat rate price.
- Insufficient postage for the weight.
- Media Mail packages that contain other items not eligible as Media Mail.

APV Program can detect discrepancies in dimensions, duplicates, weight, zone, and packaging for PC Postage® and Click-N-Ship® articles. Letters, Flats, and Priority Mail Express items are charged postage due. Packages processed on APV capable equipment must not be charged postage due fees. Packages not processed on APV capable equipment must be charged postage due fees. Refer to Learn & Grow, SUT/SWI in the CRDO Resource Library.

[Automated Package Verification \(APV\) Stand Up Talk](#)

Automated Package Verification (APV) -Short Paid Postage - Poshmark Learn & Grow



[Short Paid Parcels v4 SWI.](#)

After providing instruction for and/or demonstrating each task, allow the employee to ask any questions that they may have and answer them thoroughly before moving to the next task.

Module 5: Day 2 - Duties of the On-The-Job Instructor

Instructional Methods:

- Demonstration.
- Observation.
- Coaching.

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Day 2: Duties of the On-The-Job Instructor

Welcome the new Function Four Distribution Clerk to Day 2 of their on-the-job training - another productive day at the U.S. Postal Service. Recap what was learned on Day 1 and provide clarification as needed.

Accountable Mail and Other Items

Identify accountable items and where they are placed during distribution. An Accountable item is any mailpiece, package, or object that must be signed out before it can be delivered to the intended recipient.

All undeliverable accountable items must be cleared by accountable clerk upon return including:

- [Certified Mail®](#)
- Registered Mail® (domestic)
- Priority Mail Express®
- Priority Mail Express Cremated Remains
- Collect on Delivery (C.O.D.)
- Arrow keys/Collection keys
- Gas cards

Explain arrow key process and how accountable pieces are distributed to the carrier. Refer to Arrow Key and Arrow Key Accountability SWI in the CRDO Resource Library.

Accountable Mail Activity

Locate the arrow keys in your unit and complete the Arrow Key log.

Finalizing Distribution

Demonstrate proper method when measuring and recording mail volume. Letters and flats that must be sorted at a distribution case are considered manual volume.

Record mail volume for each trip on PS Form 3922:

- Letter Size Mail – Total the linear measurement of manually distributed mail, including missorts, measured in inches.
- Flat Size Mail – Total the linear measurement of manually distributed mail, including missorts, measured in inches.
- Parcels – Piece Count (SOV offices only):-

Volumes Not Recorded:

- Direct bundles and direct trays (mail not requiring further handling or verification) before presentation to the letter carriers or customers.
- Walk through Distribution Up Time (DUT) barcode location and uploading Mobile Delivery Device - In Office (MDD-IO) scanner.

Identify hot case and the distribution of missorted items. Reinforce the importance of loop mail and missorted mail being given to carrier before they leave the office when possible. 3M mail should not cause the unit to miss the DUT.

- Loop mail is mail that has a barcode and/or ZIP Code for an office but the address is not in that office. Detection may occur at a carrier case, manual distribution case, box section, firm holdout, in automation, or in a carrier's Delivery Point Sequence (DPS) mail.
- Missent Mail is mail that was sorted to the wrong delivery unit, station, or branch and has a barcode or ZIP Code for another office.
- Missorted Mail is mail that was sorted to the correct office or zone but received by the wrong carrier for delivery.
- Missequenced Mail is mail that was sorted to the correct carrier route but in the wrong DPS order.

Post Office (PO) Box Mail

Show where the PO Box section is located and where DPS, manual letters, flats, and parcels destined to PO Boxes are located.

Demonstrate PO Box distribution including recording mail volume, scanning PO Box Up Time, UAA Mail procedures, parcel lockers, accountable items (signature-on-file), notice-left items, caller and reserves, and PO Box overflow.

- Print and affix 3982 COARS label daily to ensure customer forward mail is not delayed.
- Ensure the use of parcel locker compartments is maximized for daily delivery of articles that do not fit into the customer's PO Box.
- When articles are placed in parcel locker compartments or designated PO Boxes ensure the "Delivered" scan event and corresponding sub-event are performed if the article requires a delivery status scan. ([Scan child asset tag on parcel locker, if applicable.](#))
- Do not return mail addressed and deliverable to a Post Office box until after the box is declared vacant EXCEPT for Registered Mail, Certified Mail, Insured Mail, COD Mail, Confirmation Services Mail, postage-due mail, and perishable mail items after following the notice left process.
- If the PO Box package has an extra service attached, it must be returned according to the return guidelines for the specified extra service. Only PO Box packages without extra services remain until the box is declared vacant.
- Explain and demonstrate how to process PO Box work order samplings. (Refer to the [SWI](#) in the CRDO Resource Library and the [PO Box Blue page](#) for additional information.)
- Explain and demonstrate scanning the PO Box Up Time scan complete once all committed mail is delivered and SPM samplings have been completed.

PO Box Mail Activity

Locate the PO Box Sampling SWI and follow the process to complete a PO Box Sampling request.

Computerized Forwarding Service (CFS)

Computerized Forwarding Service (CFS) is a system for processing Undeliverable as Addressed (UAA) non-machinable mail as forward or return to sender in the Customer Service environment. Identify the locations in your unit where CFS/[PARS](#) mail is deposited and processed. Explain and demonstrate the processing of CFS/UAA mail using job aids and [PARS Preparation Learn and Grow in CRDO Resource Library](#).

[UAA Processing/No Record Mail Learn & Grow](#).

Explain CFS/UAA Process [using SWI](#) including:

- CIF (Carrier Identified Forwarding) – mail sent to processes Postal Automated Redirection System (PARS), Flats Postal Automated Redirection system (FPARS), Computerized Forwarding System (CFS) Mechanized Forwarding System (MFS), and Remote Forwarding System (RFS) to match to a Change of Address (COA) on file and forward to the customer’s new address.
- Change of Address (COA) – the order indicating the customer’s request, including identifiable information to enable forwarding of mail from an old address to a new address.
- COARS (Change of Address Reporting System) – Internal USPS system used by Delivery Units to provide updated address information to mailers. COARS is used to print 3982 labels.
- Customer’s Name – Name provided by the customer on the COA form used to forward mail. Name options: Last Name (required for Family or Individual COA), First Name (required for Individual COA), Business Name (required for Business COA).
- Customer’s New Address – Address that the customer moved TO, the address where they want to receive their mail.
- Customer’s Old Address – Address that customer moved FROM, the address where they no longer want to receive their mail.

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- Effective Date or Start Date of Change: The COA starts on the date indicated by the customer on the form.
- Expiration Date of Change: A temporary COA expires with the end date indicated by the customer or at six months (whichever date is first). A permanent COA expires 18 months after the start date.
- Individual COA – COA is only for the individual name indicated.
- Family COA – COA is for all customers with the last name indicated at the address on file.
- Business COA – COA is for businesses only; individuals or families can not submit a COA from a business with a street address.
- FPARS (Flats Postal Automated Redirection System) – System for processing UAA machinable flats as forward or return to sender in the Function Four Distribution environment.
- FWD (Forward) – Abbreviation sometimes used to indicate action to be taken. FWD is the same as CIF – carrier can indicate this code on a mailpiece to indicate it matches a COA on file.
- PARS (Postal Automated Redirection System) – System for processing UAA machinable letters as forward or return to sender in the Function Four Distribution environment.
- UAA (Undeliverable as Addressed) – Mail addressed to a name and/or address that cannot be delivered. Possible reasons that mail is undeliverable: customer has moved, customer never lived at the address, address does not exist.

Remote Forwarding Service (RFS)

RFS is a web-based application used to process Undeliverable as Addressed (UAA) Parcels as forward or return to sender. RFS is available on the DSS [with a ring scanner](#) or ACE computer [utilizing a tethered and utilizes a scanner with and](#) DYMO [or ZEBRA](#) printer. All RFS mail must be processed daily. RFS training is available in the learning portal with additional materials available by searching for “[RFS](#)” in the CRDO Resource Library.

Log in to RFS and scan package barcode. Follow Forwarding/RTS prompts, affix label and dispatch.

Business Reply Mail (BRM)

Business Reply Mail (BRM) service enables a permit holder to receive First-Class Mail and Priority Mail from customers and to pay postage and a per-piece fee only for the pieces returned. The permit holder guarantees payment of the applicable First-Class Mail or Priority Mail postage, plus a per-piece fee, on all returned BRM. This includes any incomplete, blank, or empty BRM cards and envelopes and any mailable matter with a BRM label affixed. Explain our new employee’s role in process.

Additional references for Business Reply Mail can be found in the Domestic Mail Manual®, 505 Return Services (DMM 505.1) and on *PostalOne!*®. All employees who handle Business Reply Mail are required to take the assigned training.

Undeliverable Bulk Business Mail (UBBM) and Undeliverable Marketing Mail (UMM)

Undeliverable Bulk Business Mail (UBBM)

Identify UBBM/NOV location and explain process of identifying waste mail when sorting no record mail, including

- Ancillary Service Endorsements and Extra Services.
- Address Service Requested
- Change Service Requested
- Electronic Service Requested
- Forwarding Service Requested
- Return Service Requested
- Temp-Return Service Requested

Undeliverable Marketing Mail (UMM)

Verify recyclable mail is Undeliverable Marketing Mail (formerly called Undeliverable Standard Mail (USM)), No Obvious Value (NOV) mail, Nixie Mail, or Undeliverable Bulk Business Mail (UBBM). Verifying the UMM as UMM eliminates the chance of undelivered First-Class Mail being accidentally recycled.

UBBM Activity

Locate a piece of UBBM and identify the mail class. Place mailpiece in correct location based on class and endorsements.

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Module 6: Day 3 - Duties of the On-The-Job Instructor

Instructional Methods:

- Demonstration.
- Observation.
- Coaching.

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Duties of On-The-Job Instructor – Day 3



Welcome participants to Day 3 of Function Four Distribution Clerk on-the-job training—another productive day at the U.S. Postal Service.

Recap what was learned on Day 2 and provide clarification if needed. Employee completes PM distribution activities.

Delivery Day Indicator (PMDDI)

The Delivery Day Indicator is a process to improve Out for Delivery (OFD) visibility for our customers. Distribution employees performing Arrival at Unit Scans are required to select one of four Delivery Day Indicators when beginning Distribution. The Product Tracking and Reporting (PTR) System-system (PTR) uses these indicator(s) to inform our customers when pieces are out for delivery. Explain and demonstrate Delivery Day Indicator distribution setup for next day scanning.

Refer to the SWI located in the CRDO Resource Library by searching for “DDI”

Navigate to the model selection screen on the DSS and setup scanning for “next day tomorrow.”

Parcel Return Service (PRS)

Parcel Return Service (PRS) is a workshare discount program that offers an easy and convenient way for customers to return items to merchants participating in PRS. Explain PRS and scanning process for courier pickup. Refer to the SWI located in the CRDO Resource Library by searching for “PRS.” All PRS packages can easily be identified by their unique ZIP Code, which always begin with the three numbers, “569.”

PRS packages can be accepted by clerks over window, a carrier while on the street delivering, Self-Service Kiosk (SSK), Rapid Drop-off Station, USPS Smart Locker, or dropped off in any USPS-approved collection box.

Once a PRS package is received by a postal employee, the employee is required to scan the mailpiece with a Prepaid Acceptance scan. On the main menu of the IMD-MDD-IO scanner, select “Prepaid Acceptance” (Option H), then you scan the mailpiece and hit <enter> on the keypad of the IMD-MDD-IO scanner.

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Clerks are required to scan the mailpiece with a second scan prior to the end of the day again and record the scan as “Available for Return Agent” (Option F) on the IMD-MDD-IO scanner screen; if they are an authorized Return Delivery Unit (RDU) for that specific partner. After scanning the barcode, hit the <enter> button on the IMD-MDD-IO keypad.

The mailpiece is then placed in a designated container for pick up by a third-party courier (UPS, DHL, Newgistics Pitney Bowes, or FedEx). Active partners are listed in the Facilities Databases – Facility Information Module. Your unit manager will provide access to this information.

When the third-party courier arrives, a clerk must verify the courier’s identity by checking the Standing Delivery Order (PS Form 3801). Once verified, the clerk and courier complete the PRS Dispatch Log (PS Form 635). locate and scan our PRS handoff barcode while in the PRS handoff screen (Option P) on the IMD-MDD-IO scanner main menu screen, for the specific courier. Then the clerk scans only one package from the container designated for the courier and verifies the total packages picked up by the courier.

Next, the clerk must locate and scan the PRS hand-off barcode for the correct partner with the MDD-IO. The clerk will be prompted to scan one piece of the partner’s PRS mail. Scanning the PRS hand-off partner barcode will create a “Tendered to Returns Agent” event on all PRS pieces for that partner that have been scanned as “Available for Returns Agent.”

Clerk and courier then completes PRS Dispatch Log (PS Form 6354), and When the log and hand-off scanning process is complete, the clerk escorts the courier out of the building (do not leave couriers unattended at any time).

PRS Activity

Identify the Parcel Return Service area in your location and find the PRS Dispatch Log.

Dispatch Operations

Identify Dispatch Area and follow the local process – The Dispatch Area is a designated area located near the dock to allow collection mail equipment/containers to be moved to the dock and on dispatch trucks. The area is setup up with various containers to sort and receive collection mail from letter carriers and backdoor customers and mail from retail window (over the counter) to be containerized and sent for processing. Ensure individual containers are available for each different mail type your unit receives in the dispatch area. Containers should be arranged in a manner to promote ease of access by employees and for efficiency of sorting the various mail types to their respective containers.

Dispatch Operations Activity

Locate the dispatch equipment containing outgoing First-Class Letters.

Mail Transport Equipment Labeler (MTEL) Placards – PM

Mail Transportation Equipment (MTE) Placards are placards printed via the Mail Transport Equipment Labeler (MTEL) system at the unit and have a Retail Distribution Code (RDC) Code 70 on the placard.

RDC 70 placards are printed on the same day the MTE is being dispatched. The unit prints enough placards for each container of MTE being dispatched so each container has its own RDC 70 MTEL placard.

MTEL placards must be printed (see SWI) for each individual mail type being dispatched from the unit and have the correct RDC code for each respective mail type.

MTEL placards must have the current days date – do not use old or photocopied placards.

Each container must have the appropriate MTEL placard affixed to the container depicting the mail type within the equipment.

Printing MTEL Placards – Delivery units need to ensure employees have the appropriate MTEL access (Retail MTEL Placards) to print necessary placards each day to affect dispatch of outgoing mail.

Scanning – refer to SWIs for specific Inbound and Outbound scanning procedures.

- Placard meanings and setup – Delivery units print and use ‘Retail MTEL Placards,’ which produces 99S placards. Units need to ensure their MTEL is setup properly at each unit to ensure all the different RDCs are included to print the necessary placards for the mail types handled.

99S placards are Retail MTEL Placards that produce a label number starting with ‘99S.’ The ‘S’ is a designation meaning ‘Station or Service.’ Retail MTEL 99S placards are used to dispatch mail from a unit to the plant for processing. 99P placards are placards that produce a label number starting with ‘99P.’ The ‘P’ is a designation meaning ‘Plant or Processing.’ 99P placards are used to dispatch mail from a plant to delivery units for processing.

Print MTEL placards for the current day.

Unit Collection Process

The Postal Service is generally charged with providing prompt, economical, and efficient services that are responsive to the needs of the communities served. Collection points are defined locations where a customer drops off mail for collection by the Postal Service. These can include mail chutes, receiving boxes, firm pickups, Self-Service Kiosk (SSKs) drops, lobby drops, and mail collection racks. Collection boxes are a subset of collection points. All collection points are required to be entered in the Collection Point Management System (CPMS).

Identify Collection Point locations and required scans.

Identify location of the Depart Post Office™ Scan.

Confirm scans in CPMS; explain the importance of ensuring scanners upload and transmit data at the end of the day.

Unit Collection Activity

Locate the collection box in your unit and identify the barcode for required CPMS scan.

Service Performance Management (SPM)

Explain the Service Performance Management (SPM) process and how to scan mailpieces during collection. Internal SPM Sampling at collection points is designed to measure flats and letters labeled with Information-Based Indicia (IBI) and Intelligent Mail® barcodes (IMb®). For a mailpiece to be used in measurement, the barcode on the mailpiece must be unique so that the sampling scan on the mailpiece can be matched to the processing scan of the mailpiece.

When you are at a collection point selecting flats and letters for sampling, please keep the barcode priority described below in mind.

An IBI (postage barcode) is always unique and is therefore preferred over scanning an IMb on the same mailpiece.

Likewise, for a windowed envelope, an IMb printed on the paper inside the envelope and showing in the window is more likely to be unique than an IMb printed directly on the envelope.

If neither an IBI nor IMb displayed in an envelope window is available, scan an IMb printed directly on the envelope.

Note: Remember to scan only one barcode per mailpiece. If a mailpiece has more than one barcode, select the barcode to scan based on the priority described in the “[Internal SPM Sampling Barcode Scanning Priority](#)” located in the CRDO Resource Library.

SPM Activity

Identify the IMb barcode on a First-Class Letter.

Anonymous Mail

Explain anonymous mail collection identification and identify the Anonymous Mail Staging Unit. Demonstrate the process to identify, isolate, and process Anonymous Mail.

Anonymous Mail is any mailpiece that is over one-half inch in thickness or weighs more than 10 ounces, bears only postage stamps as postage, and has not been accepted by an employee at a retail service counter.

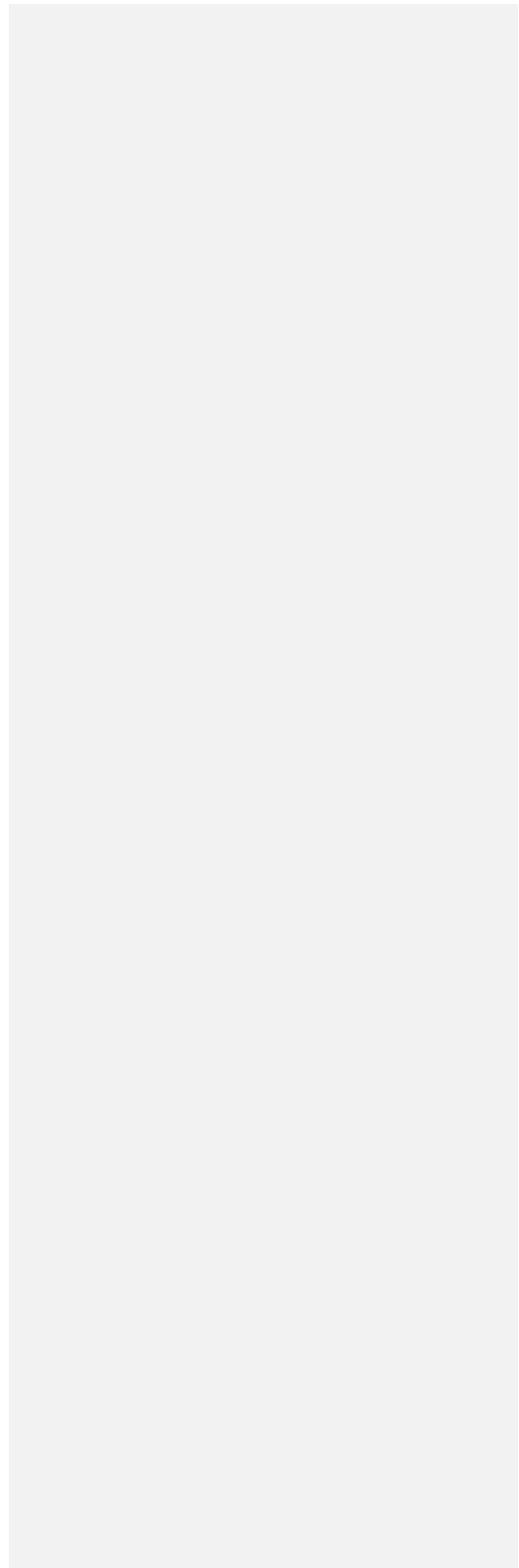
Note: The presence of a Postage Validation Imprint (PVI), meter strip, or PC postage indicates acceptance at a retail service counter. The Anonymous Mail Staging Unit is a designated area where Anonymous Mail should be taken for resolution.

Every postal facility handling mail is required to have an Anonymous Mail Unit that includes:

- Current HQ Anonymous Mail Standard SOP.
- Anonymous Mail Transportation Placard.
- DDD2 – blue label “Attention Mailing Customer.”
- Label 127 SURFACE TRANSPORTATION ONLY – no fly label.
- Clearly marked signage identifying the unit.
- Description and template identifying restricted mailpieces.
- Access to a scale and ruler to weigh, measure, and verify Anonymous mailpieces.

Anonymous Mail Activity

Identify Label 127 in your Anonymous Mail Staging Unit.



Module 7: On-The-Job Training Task Checklist

Instructional Methods:

- Demonstration.
- Observation.
- Coaching.

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Finalizing OJT

Complete the OJT Task Checklist during OJT and keep it with the new clerk's PS Form 2548, Individual Training Record-Supplemental Sheet.

Complete the OJT Certification section and submit to District Manager, Learning Development and Diversity.



Commend the employee on their OJT experience; ask if there are any questions or concerns and answer them; discuss any concerns you cannot address with the manager, Postmaster, or designee; and let the employee know that the supervisor can assist with any additional questions, issues, or concerns.

Function 4 Distribution Clerk Skill OJT Checklist	
Employee Name:	
Work Location:	
On-The-Job-Instructor:	
OJI Job Title:	
OJI Signature:	
Date of Training	
Day 1	Satisfactorily Performed
Safety	
Explain and demonstrate how to properly lift large parcels and when to ask for assistance lifting.	
Walk through safe operation of mail transport equipment. Discuss how to maintain a safe environment by stacking empty sacks, empty equipment clean-up, pushing not pulling equipment, and by keeping distribution walkways clear and clean.	
Demonstrate how to identify and explain procedures for removing inoperable equipment.	
Explain and demonstrate safe unloading of Mail Transport Equipment (MTE).	
Explain Allied Distribution – staging and unloading incoming mail.	
Explain and demonstrate how to set up distribution area and MTE for carrier routes and sorting.	
Clock Rings	
Demonstrate proper clock ring moves and explain why clock ring moves affect productivity.	
Distribution Area	
Explain and demonstrate how to set up distribution area and MTE for carrier routes and sorting.	
Explain MTE Placards and MTEL Placard Scanning.	
Identify applicable sorting equipment (PASS/DSS/MDD-IO/MDAS-MIG) and demonstrate setup, including Delivery Day Indicator setup and Arrival-at-Unit scanning process.	
Hazardous Mail and identify the HAZMAT Staging Unit	
Explain Hazardous Mail and identify the HAZMAT Staging Unit. Demonstrate process to identify, handle, process, and transport mail containing, or believed to contain, hazardous material.	
Mail Classes	
Using provided guides DMM , identify different mail classes regarding sorting.	
Explain the process for Misshipped, Missent, Missort, and Loop mail.	

Function 4 Distribution Clerk Skill OJT Checklist

Day 1		Satisfactorily Performed	
Explain the process of handling package intercepts and custom intercepts during processing.			
Explain the process of handling package intercepts and custom intercepts during processing.			
Explain postage due mail articles and identification process, including APV.			
Accountable Items			
Identify accountable items and where they are placed during distribution.			
Explain arrow key process and how accountable pieces are distributed to carriers.			
Mail Volume, Up Time, and Hot Case			
Demonstrate proper method when measuring and recording mail volume.			
Walk through Distribution Up Time barcode location and uploading the scanner.			
Identify hot case and the distribution of missorted items.			
Day 2		Satisfactorily Performed	
Identify accountable items and where they are placed during distribution.			
Explain arrow key process and how accountable pieces are distributed to carriers.			
Demonstrate proper method when measuring and recording mail volume.			
Walk through Distribution Up Time barcode location and uploading the scanner.			
Post Office Box			
Demonstrate PO Box distribution including:			
Recording mail volume.			
Scanning PO Box Up Time.			
UAA Mail procedure.			
Parcel lockers.			
Accountable items (signature-on-file).			
Notice-Left items.			
Caller reserves.			
PO Box overflow.			

Function 4 Distribution Clerk Skill OJT Checklist	
Day 2	Satisfactorily Performed
Explain and demonstrate how to process PO Box work order samplings/SPM.	
Explain and demonstrate scanning PO Box Up Time scan when all committed mail delivered/SPM samplings are complete.	
Forwarding and Returning to Sender	
Explain and demonstrate the processing of CFS/UAA mail using job aids and SWIs.	
Explain the Remote Forwarding System (RFS) and the importance of the timely processing of mail.	
BRM and UMM	
Explain Business Reply Mail and the employee's role in the process.	
Identify UMM location and explain process of identifying waste mail when sorting no record mail, including Ancillary Service Endorsements and Extra Services.	
Day 3	Satisfactorily Performed
Explain and demonstrate Delivery Day Indicator and distribution setup for next day scanning.	
Explain Parcel Return Service and scanning process for courier pickup.	
Identify Dispatch Area and explain local dispatch process.	
Explain MTEL printing and dispatch scanning procedures.	
Explain MTE setup and sortation by class.	
Explain Unit Collection process.	
Identify collection point locations and scans.	
Explain Depart Post Office Scan and the importance of uploading scanners at the end of the day.	
Explain the Service Performance Management (SPM) process and how to scan mailpieces during collection.	
Explain anonymous mail and identify the Anonymous Mail Staging Unit. Demonstrate the process to identify, isolate, and process Anonymous Mail.	

Certification of Completion
Function Four Distribution Clerk On-the-job Training

_____ has been provided Function Four Distribution Clerk on-the-job training and has demonstrated the ability to perform the job task of a Function Four Distribution Clerk.

I, _____, have witnessed and evaluated all task checklist requirements.

Trainee Signature

Trainer Signature

Postmaster, Manager, or Supervisor Signature

Date

District Name: _____

Function Four Distribution Clerk Trainee (Print Name): _____

On-the-job Instructor (Print Name): _____

Retail Unit Instructions: Submit this page only to the Manager, Employee Development. Appendix

Appendix

Appendix A – Mail Transport Equipment

Appendix B - USPS Shoe Policy

Appendix C – ~~Identifying Mail Classes~~Abbreviations
and Acronyms

Appendix D - ~~Abbreviations and Acronyms~~Glossary

Appendix E - Operation Codes

Appendix A - Mail Transport Equipment



General Purpose Mail Container



Mail Container



Universal Mail Container



Utility Cart



PostalPak Fiberboard



Wire Container Rigid



Collapsible Wire Container



Over The Road Container (OTR) - Light Duty



Over The Road Container (OTR) - Heavy Duty



Nutting Truck



#1 Sack



US Priority Pouch



US Express Pouch



MM Tray 24.5"



1/2 Size MM Tray 13.8"



MM Sleeve



1/2 Size MM Sleeve



4-Sided Flats Tray



Hamper, Large Canvas



Hamper, Large Plastic



Nestable Pallet, Plastic



Wood Pallet

Appendix B - USPS Shoe Policy

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Footwear Styles **NOT PERMISSIBLE** While On Duty

 Open Heel Sandals	 Heels over 1½" or Soles over ½" in Height	 Crocs	 Moccasins	 Thongs or Flip Flops
 Open Toe Sandals	 Vibram 5 Fingers, Fila Skele-toes, etc.	 Clogs (Wooden or Cork)	 House Slippers	 Jelly Shoes or T-Straps
 Z-Coil Shoes	 Nylon Running Shoes	 Shape Ups	 Canvas Tennis Shoes	

 *To eliminate slips, trips, and falls, do not wear the above mentioned shoes on the workroom floor, per Employees Guide to Safety EL-814, Section IV A-4

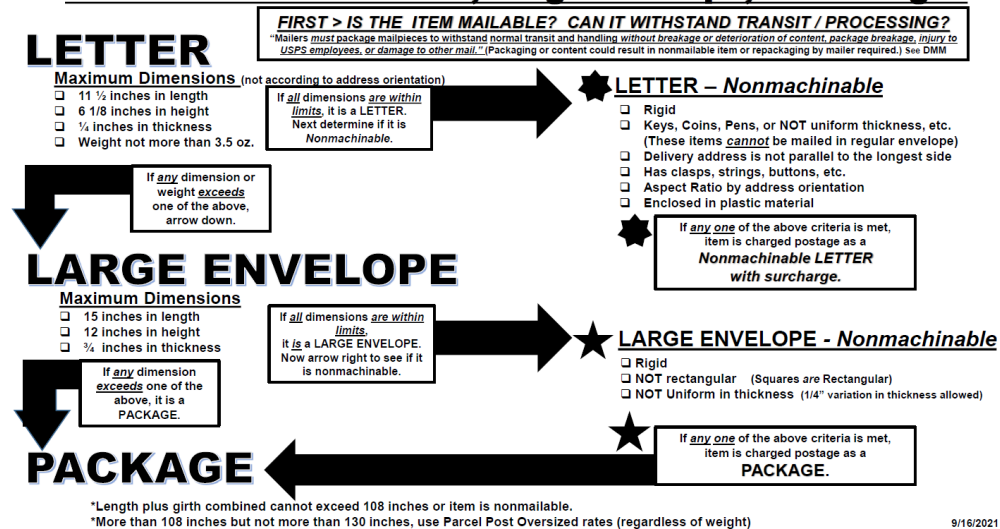


Appendix C – Abbreviations and Acronyms

Appendix C – Identifying Mail Classes

DMM Reference – Packaging

RETAIL 1st Class – Letter, Large Envelope, or Package?



9/16/2021

3.0 Packaging

3.1 General

Mailers must package mailpieces to withstand normal transit and handling without breakage or deterioration of content, package breakage, injury to USPS® employees, or damage to other mail. See 3.2 through 3.8f or specific types of items.

Mailers must follow these additional standards for packaging:

Cushion (see 3.9) fragile items to withstand handling in processing, transportation, and delivery.

Package contents so they do not shift within the mailing container.

Brace and cushion heavy items to prevent damage to other mailpieces.

DMM—ODD-SHAPED ITEMS IN PAPER ENVELOPES

3.2 Stationery

Stationery-type items thicker than 1 inch or heavier than 1 pound are not accepted in letter-style envelopes.

The contents of these packages must be secured by tying, banding, or using partitions **On close-fitting interior containers to prevent shifting.**

3.3 Odd-Shaped Items in Paper Envelopes

Pens, pencils, key rings, bottle caps, and other similar odd-shaped items are not permitted in letter-size or flat-size PAPER envelopes unless they are wrapped within the other contents of the envelope to streamline the shape of the mailpiece and prevent damage during postal processing.

If an odd-shaped item is not properly wrapped, it could burst through the envelope and cause injury to employees and damage to USPS processing equipment.

Odd-shaped items that are properly wrapped within paper envelopes and sent at letter prices may be subject to the nonmachinable surcharge under 133.1.5 or 233.1.4 for First-Class Mail letters or the nonmachinable prices under 243.5.5 for USPS Marketing Mail letters.

Certain types of odd-shaped items, when properly wrapped, are permitted as automation letter-size mail subject to the standards in 201.3.10.

Flat-size automation mail is subject to the uniform thickness requirement in 101.2.4.

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DMM—NONMAILABLE

1.3 General Mailability and Right of Refusal

Articles presented for mailing must be prepared under the general and specific standards in this document.

The USPS accepts properly packaged and marked parcels but reserves the right to refuse nonmailable or improperly packaged articles or substances.

Additional or other standards can apply to overseas military Post Offices and international mail.

1.4 Mailer's Responsibility

It is the mailer's responsibility to refrain from depositing nonmailable matter in the mail.

The mailer must comply with applicable postal laws and regulations governing mailability and preparation for mailing as well as non-postal laws and regulations on the possession, treatment, transmission, or transfer of particular matter.

Information about USPS standards are available from Postmasters, business mail entry managers, and the PCSC manager (see 608.8.0).

Appendix D - Abbreviations and Acronyms

<u>ADUS</u>	<u>Automated Delivery Unit Server</u>
<u>AIC</u>	<u>Account Identifier Code</u>
<u>APWU</u>	<u>American Postal Workers Union, AFL-CIO</u>
<u>ARC</u>	<u>Assistant Rural Carrier</u>
<u>BIS</u>	<u>Break in Service</u>
<u>BMEU</u>	<u>Business Mail Entry Unit</u>
<u>BRM</u>	<u>Business Reply Mail</u>
<u>CBPMAN</u>	<u>Customs and Border Patrol Manifest</u>
<u>CCA</u>	<u>City Carrier Assistant</u>
<u>CFS</u>	<u>Computerized Forwarding System</u>
<u>CNS</u>	<u>Click-N-Ship</u>
<u>COA</u>	<u>Change of Address</u>
<u>COARS</u>	<u>Change of Address Reporting System</u>
<u>CPMS</u>	<u>Collection Point Management System</u>
<u>CPU</u>	<u>Contract Postal Unit</u>
<u>DDI</u>	<u>Delivery Date Indicator</u>
<u>DDU</u>	<u>Destination Delivery Unit</u>
<u>DMM</u>	<u>Domestic Mail Manual</u>
<u>DPS</u>	<u>Delivery Point Sequence</u>
<u>DSS</u>	<u>Delivery Sortation System</u>
<u>DSS</u>	<u>Delivery Schemeless Sortation</u>
<u>EDDM</u>	<u>Every Door Direct Mail</u>
<u>EIN</u>	<u>Employee Identification Number</u>
<u>ELM</u>	<u>Employee and Labor Relations Manual</u>
<u>eOPF</u>	<u>Electronic Official Personnel Folder</u>
<u>FRB</u>	<u>Flat Rate Box</u>
<u>FY</u>	<u>Fiscal Year</u>
<u>HCR</u>	<u>Highway Contract Route</u>
<u>HQ</u>	<u>Headquarters</u>
<u>HR</u>	<u>Human Resources</u>
<u>HRSSC</u>	<u>Human Resources Shared Service Center</u>
<u>MDD</u>	<u>Mobile Delivery Device</u>
<u>MHA</u>	<u>Mail Handler Assistant</u>
<u>MHA</u>	<u>Mail Handler Assistant</u>
<u>MIO</u>	<u>Mobile Delivery Device In-office</u>
<u>MPOO</u>	<u>Manager, Post Office Operations</u>
<u>mPOS</u>	<u>Mobile Point of Service</u>
<u>MTE</u>	<u>Mail Transport Equipment</u>
<u>MTEL</u>	<u>Mail Transport Equipment Labeler</u>

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<u>NTFT</u>	<u>Non-Traditional Full Time</u>
<u>OIC</u>	<u>Officer in Charge</u>
<u>PASS</u>	<u>Passive Adaptive Scanning System</u>
<u>PFS</u>	<u>Premium Forwarding Services</u>
<u>PMG</u>	<u>Postmaster General</u>
<u>POB</u>	<u>Post Office Box</u>
<u>POS</u>	<u>Point of Service</u>
<u>PRS</u>	<u>Parcel Return Service</u>
<u>PRS</u>	<u>Parcel Return Service</u>
<u>PSE</u>	<u>Postal Support Employee</u>
<u>PTF</u>	<u>Part Time Flexible</u>
<u>RCA</u>	<u>Rural Carrier Associate</u>
<u>RFS</u>	<u>Remote Forwarding System</u>
<u>RMPO</u>	<u>Remotely Managed Post Office</u>
<u>RSS</u>	<u>Retail Systems Software</u>
<u>SDUS</u>	<u>Small Delivery Unit Server</u>
<u>SOP</u>	<u>Standard Operating Procedure</u>
<u>SSA</u>	<u>Sales and Service Associate</u>
<u>SSK</u>	<u>Self-Service Kiosk</u>
<u>SWI</u>	<u>Standard Work Instruction</u>
<u>TACS</u>	<u>Time and Attendance Collection System</u>
<u>UBBM</u>	<u>Undeliverable Bulk Business Mail</u>
<u>VPO</u>	<u>Village Post Office</u>

<u>ADUS</u>	<u>Automated Delivery Unit Server</u>
<u>AIC</u>	<u>Account Identifier Code</u>
<u>APWU</u>	<u>American Postal Workers Union, AFL-CIO</u>
<u>ARC</u>	<u>Assistant Rural Carrier</u>
<u>BIS</u>	<u>Break in Service</u>
<u>BMEU</u>	<u>Business Mail Entry Unit</u>
<u>BRM</u>	<u>Business Reply Mail</u>
<u>CBPMAN</u>	<u>Customs and Border Patrol Manifest</u>
<u>CCA</u>	<u>City Carrier Assistant</u>
<u>CFS</u>	<u>Computerized Forwarding System</u>
<u>CNS</u>	<u>Click-N-Ship</u>
<u>GOA</u>	<u>Change of Address</u>
<u>GOARS</u>	<u>Change of Address Reporting System</u>
<u>CPMS</u>	<u>Collection Point Management System</u>
<u>CPU</u>	<u>Contract Postal Unit</u>
<u>DDI</u>	<u>Delivery Date Indicator</u>
<u>DDU</u>	<u>Destination Delivery Unit</u>
<u>DMM</u>	<u>Domestic Mail Manual</u>

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Standard Training for Function 4 Distribution Clerks

<u>DPS</u>	<u>Delivery Point Sequence</u>	Formatted: Font: 12 pt, Font color: Auto
<u>DSS</u>	<u>Delivery Sortation System</u>	Formatted: Font: 12 pt, Font color: Auto
<u>DSS</u>	<u>Delivery Schemeless Sortation</u>	Formatted: Font: 12 pt, Font color: Auto
<u>EDDM</u>	<u>Every Door Direct Mail</u>	Formatted: Font: 12 pt, Font color: Auto
<u>FIN</u>	<u>Employee Identification Number</u>	Formatted: Font: 12 pt, Font color: Auto
<u>ELM</u>	<u>Employee and Labor Relations Manual</u>	Formatted: Font: 12 pt, Font color: Auto
<u>eOPF</u>	<u>Electronic Official Personnel Folder</u>	Formatted: Font: 12 pt, Font color: Auto
<u>FRB</u>	<u>Flat Rate Box</u>	Formatted: Font: 12 pt, Font color: Auto
<u>FY</u>	<u>Fiscal Year</u>	Formatted: Font: 12 pt, Font color: Auto
<u>HCR</u>	<u>Highway Contract Route</u>	Formatted: Font: 12 pt, Font color: Auto
<u>HQ</u>	<u>Headquarters</u>	Formatted: Font: 12 pt, Font color: Auto
<u>HR</u>	<u>Human Resources</u>	Formatted: Font: 12 pt, Font color: Auto
<u>HRSSC</u>	<u>Human Resources Shared Service Center</u>	Formatted: Font: 12 pt, Font color: Auto
<u>MDD</u>	<u>Mobile Delivery Device</u>	Formatted: Font: 12 pt, Font color: Auto
<u>MHA</u>	<u>Mail Handler Assistant</u>	Formatted: Font: 12 pt, Font color: Auto
<u>MHA</u>	<u>Mail Handler Assistant</u>	Formatted: Font: 12 pt, Font color: Auto
<u>MIQ</u>	<u>Mobile Delivery Device In-office</u>	Formatted: Font: 12 pt, Font color: Auto
<u>MPOQ</u>	<u>Manager, Post Office Operations</u>	Formatted: Font: 12 pt, Font color: Auto
<u>mPOS</u>	<u>Mobile Point of Service</u>	Formatted: Font: 12 pt, Font color: Auto
<u>MTE</u>	<u>Mail Transport Equipment</u>	Formatted: Font: 12 pt, Font color: Auto
<u>MTEL</u>	<u>Mail Transport Equipment Labeler</u>	Formatted: Font: 12 pt, Font color: Auto
<u>NFTF</u>	<u>Non-Traditional Full Time</u>	Formatted: Font: 12 pt, Font color: Auto
<u>OIC</u>	<u>Officer in Charge</u>	Formatted: Font: 12 pt, Font color: Auto
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<u>PFS</u>	<u>Premium Forwarding Services</u>	Formatted: Font: 12 pt, Font color: Auto
<u>PMG</u>	<u>Postmaster General</u>	Formatted: Font: 12 pt, Font color: Auto
<u>POB</u>	<u>Post Office Box</u>	Formatted: Font: 12 pt, Font color: Auto
<u>POS</u>	<u>Point of Service</u>	Formatted: Font: 12 pt, Font color: Auto
<u>PRS</u>	<u>Parcel Return Service</u>	Formatted: Font: 12 pt, Font color: Auto
<u>PRS</u>	<u>Parcel Return Service</u>	Formatted: Font: 12 pt, Font color: Auto
<u>PSE</u>	<u>Postal Support Employee</u>	Formatted: Font: 12 pt, Font color: Auto
<u>PTF</u>	<u>Part Time Flexible</u>	Formatted: Font: 12 pt, Font color: Auto
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<u>RSS</u>	<u>Retail Systems Software</u>	Formatted: Font: 12 pt, Font color: Auto
<u>SDUS</u>	<u>Small Delivery Unit Server</u>	Formatted: Font: 12 pt, Font color: Auto
<u>SOP</u>	<u>Standard Operating Procedure</u>	Formatted: Font: 12 pt, Font color: Auto
<u>SSA</u>	<u>Sales and Service Associate</u>	Formatted: Font: 12 pt, Font color: Auto
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<u>SWI</u>	<u>Standard Work Instruction</u>	Formatted: Font: 12 pt, Font color: Auto
<u>TACS</u>	<u>Time and Attendance Collection System</u>	Formatted: Font: 12 pt, Font color: Auto

<u>UBBM</u>	<u>Undeliverable Bulk Business Mail</u>
<u>VPO</u>	<u>Village Post Office</u>

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ADUS	Automated Delivery Unit Server
AIC	Account Identifier Code
APWU	American Postal Workers Union, AFL-CIO
ARC	Assistant Rural Carrier
BIS	Break in Service
BMEU	Business Mail Entry Unit
BRM	Business Reply Mail
CBPMAN	Customs and Border Patrol Manifest
CCA	City Carrier Assistant
CFS	Computerized Forwarding System
ENS	Click N Ship
COA	Change of Address
COARS	Change of Address Reporting System
CPMS	Collection Point Management System
CPU	Contract Postal Unit
DDI	Delivery Date Indicator
DDU	Destination Delivery Unit
DMM	Domestic Mail Manual
DPS	Delivery Point Sequence
DSS	Delivery Sortation System
DSS	Delivery Schemeless Sortation
EDDM	Every Door Direct Mail
EIN	Employee Identification Number
ELM	Employee and Labor Relations Manual
eOPF	Electronic Official Personnel Folder
FRB	Flat Rate Box
FY	Fiscal Year
HCR	Highway Contract Route
HQ	Headquarters
HR	Human Resources
HRSSC	Human Resources Shared Service Center
MDD	Mobile Delivery Device
MHA	Mail Handler Assistant
MHA	Mail Handler Assistant
MIO	Mobile Delivery Device In-office

Standard Training for Function 4 Distribution Clerks

MPOO	Manager, Post Office Operations
mPOS	Mobile Point of Service
MTE	Mail Transport Equipment
MTEL	Mail Transport Equipment Labeler
NTFT	Non Traditional Full Time
OIC	Officer in Charge
PASS	Passive Adaptive Scanning System
PFS	Premium Forwarding Services
PMG	Postmaster General
POB	Post Office Box
POS	Point of Service
PRS	Parcel Return Service
PRS	Parcel Return Service
PSE	Postal Support Employee
PTF	Part Time Flexible
RCA	Rural Carrier Associate
RFS	Remote Forwarding System
RMPQ	Remotely Managed Post Office
RSS	Retail Systems Software
SDUS	Small Delivery Unit Server
SOP	Standard Operating Procedure
SSA	Sales and Service Associate
SSK	Self-Service Kiosk
SWI	Standard Work Instruction
TACS	Time and Attendance Collection System
UBBM	Undeliverable Bulk Business Mail
VPO	Village Post Office

Appendix E-D - Glossary

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Address Change Service (ACS) – An automated process that provides change-of-address information to participating mailers who maintain computerized mailing lists. The information is captured and fulfilled electronically, which reduces the volume of manual change-of-address notices.

Address – The location to which the Postal Service is to deliver or return a mailpiece. It consists of certain elements such as recipient name, street name and house number, and city, state, and ZIP Code as required by the mail class.

Area distribution center (ADC) – A mail processing facility that receives and distributes mail destined for specific ZIP Codes under the Managed Mail Program (MMP). An ADC is one of the points with the national MMP distribution network.

Automated area distribution center (AADC) – A distribution center that uses multiline optical character readers (MLOCRS), barcode sorters (BCSs), and other equipment designed for processing automation-compatible mail.

Automation-compatible mail – Mail that can be scanned and processed by automated mail processing equipment, such as a barcode sorter.

Barcode (BC) – A series of vertical bars and spaces that represent any numerical series, most often a correct ZIP Code for the delivery address on the mailpiece. The barcode facilitates automated processing by barcode readers and scanners. Barcodes that may be used for postal processing are POSTNET, Interleaved 2-of-5, Code 39, Code 128, and UCC/EAS Code 128.

Best Practice – A method of accomplishing a postal business function or process that is considered to be superior to all other known methods.

Box Mail – Mail received at the carrier's case that belongs in the Post Office Box section.

Branch – (See Post Office branch)

Bulk Mail Center (BMC) – A highly mechanized mail processing plant that distributes Standard Mail in piece and bulk form.

Bundle – Two or more pieces secured together into a single piece or unit.

Case – A piece of equipment that contains separations into which clerks or letter carriers sort letters, flats, or irregular parcels. To sort mail into a case.

Case label – A long strip of heavy paper, cardboard, or other material that shows names or numbers and individual addresses assigned to a carrier route. It is placed below the separations on the carrier case. Also, a tag of heavy paper or

cardboard on a clerk distribution case that shows Post Office, state, or ZIP Code. It is placed above the case separation or box as a distribution guide.

Change-of-address (COA) – A customer request to have mail delivery moved from one mailing address to another.

Change-of-address order – A customer's notification to the Post Office of a permanent or temporary change of address (COA) by using Postal Service™ Form 3575, *Change of Address Order*, or other written or personal notice.

City carrier – A letter carrier who provides city delivery service. This includes delivery and collection of all mail classes to residences and business within an area authorized for city delivery services.

Computerized Forwarding System (CFS) – A centralized, computerized address label-generating operation that performs address correction and forwards or returns undeliverable-as-addressed mail to customers.

Contents Identification Number (CIN) – A code number that represents and identifies the level of tray or sack and class of mail for sorted mailpieces.

Cull – To remove non-letter mail (such as small parcels, rolls, and odd-shaped material) from letter mail (and nonmachinable mailpieces from automation rate pieces) by hand or machine. During culling, accountable mail and flats are segregated from other letter mailpieces.

Delimiter – A character that groups or separates words or values in a line of input.

Deliver – To take mail from the Post Office to the customer or provide customer pickup, whether Post Office box, window, or dock.

Delivery address format – Address elements required by the Postal Service on all mailpieces – that is, the intended recipient's name; either general delivery, a house or building number and street name (plus apartment/suite number, if applicable), or a Post Office Box number or rural route or highway contract route designation with a box number; and city, state or state abbreviation, and ZIP Code or ZIP+4®. Placement of this information on the mailpiece determines the dimension considered the length of letter-size mail.

Delivery address – The location (destination) to which the Postal Service is to deliver a mailpiece. Except for mail prepared with a detached address label, the piece must show the address of the addressee (intended recipient) on the side bearing the postage. It is usually placed in the lower right.

Delivery -The act of taking mail from the Post Office to the customer. The mail itself taken to the customer's business or residential delivery address or picked up at Post Office, whether Post Office Box, window, or dock.

Delivery Unit – A Post Office, Post Office station, or Post Office branch that has mail delivery functions.

Dispatch – Mail readied and loaded for transportation. To ready the mail for

loading.

Distribute – To sort mail in order to group pieces according to a plan or scheme.

Distribution – The sorting of mail into pigeonhole cases, trays, sacks, machine bins, or pouches in order to group pieces with a common destination for transportation to the Post Office or address. It may be done by manual, mechanized, or automated means. The term is also applied to the distribution mail itself.

Endorsement – An authorized marking on a mailpiece that shows handling instructions, a special service, or a request for an ancillary service.

Face – The side of a mailpiece with the delivery address. Also, to arrange mail in a uniform orientation – i.e., with the delivery address facing forward and the postage stamp, meter stamp, or permit imprint positioned in the upper-right corner.

Flat case – (See case.)

Flat – The general term for flat-size mail, so called because the large mail is sorted without bending it so that the mail remains flat.

Flat tray – A four-sided tray used in both mechanized and nonmechanized offices for flat-size mail.

Flat-size mail – A mailpiece that exceeds at least one of the dimensions for letter size mail (11½ inches long, 6½ inches high, ¼ inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, ¾ inch thick). Dimensions are different for automation rate flat-size mail eligibility. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.

FLTS – An abbreviation used on mail container labels that identifies the contents as flat-size mail.

Forward – To redirect mail to the intended recipient's new delivery address in cases where Postal Service Form 3575, *Change of Address Order*, or other written or personal notice has been filed with the local Post Office.

Full flat tray – A tray that is sufficiently filled with flats to allow or require preparation to the corresponding presort destination. A full flat tray contains at least enough pieces so that a single stack lying flat on bottom of the tray reaches to the bottom of the handholds. Additional pieces must be added when possible to physically fill the tray.

Full letter tray – A tray filled at least three-fourths full with faced, upright pieces.

Handbook (HBK) – A Postal Service™ directive that documents the procedures needed to implement Postal Service policy stated in manuals.

Highway contract route (HCR) – A route of travel served by a postal contractor to carry mail over highways between designated points. Some HCRs include all mail delivery to addresses along the line of travel. Formerly called “star route.”

Holdout – Mail held for handling and dispatch and for businesses that receive a large volume of mail.

Jog – To hit or shake a handful of mailpieces against a hard surface to align their edges.

Keyline – Provides an effective means of matching ACS notifications with the appropriate records in the customer’s address files. Must consist of 4 to 16 characters, be printed on the second line of the address block, be aligned left, and begin and end with a pound sign (#) delimiter.

Label – A strip of paper (printed singly or in multiples) that shows destination, mail class type, office of distribution, and routing instructions. It is placed in the label holders of cases, pouches, or sacks. Also, a type of directive that provides limited information or instructions and can be fastened (glued or tied) to something, such a wall, door, bumper, or package. To imprint routing, destination, or other information on label or facing slip. Also, to insert labels in the holders of pouches and sacks before dispatch.

Letter – According to the Private Express Statutes, a message directed to a specific person or an address and recorded in or on a tangible object. Also, a shortened way to refer to letter-size mail.

Letter carrier – A Postal Service employee who delivers and collects mail on foot or by vehicle in a prescribed area. The term usually refers to a city carrier rather than to a rural carrier or highway contract carrier.

Letter tray – A flat cardboard or plastic container for sorted letter-size mail that can hold several hundred letters. Various kinds and size of trays are used in place of sacks or pouches for transporting mail within and between major postal facilities. Certain rate categories, especially automation rates, require the use of trays.

Letter-size mail – A mail processing category of mailpieces, including cards, that do not exceed any of the dimensions for letter-size mail (11½ inches long, 6⅞ inches high, ¼ inch thick).

Loop mail – Incorrectly barcoded and/or ZIP Coded mail discovered at a destination for which it is not addressed or discovered in a transit operation.

LTRS – A code used on mail container labels that identifies the contents as letter-size mail.

Mail Processing – An integrated group of sub-functions required to sort and distribute mail for dispatch and eventual delivery. The principal sub-functions are culling, edging and stacking, facing and canceling, sorting, typing, pouching, bundling, sacking, and traying.

Mailpiece – A single addressed article of mail, usually a letter, flat, card, or parcel.

Manual Distribution – The sortation of mail into cases by hand as opposed to mechanized means (such as a letter sorting machine) or automated means (such as multiline optical character reader).

Markup – A mailpiece that is undeliverable as originally addressed. It must be endorsed to show the next address for attempted delivery or other disposition, such as return to sender.

Missent mail – Mail that has not been dispatched according to the official schemes, schedules, or special orders.

Missorted mail – Mail sent to the correct zone but received by the wrong route for delivery.

National Customer Support Center (NCSC) – A Postal Service organization that provides information, service, and products (for example, zone charts, directories, software programs, testing of ZIP+4 code or delivery point code address matching software) that are designed to improve the quality of addressing for mailings that qualify for certain rates.

Nixie – A mailpiece that is undeliverable for reasons other than a customer move (i.e., vacant, no mail receptacle, refused, etc.). A nixie clerk specializes in handling this mail.

Nonmachinable – The incapacity of a mailpiece to be sorted on mail processing equipment because of size, shape, content, or address legibility. Such mail must be processed manually.

Processing and distribution center/facility (P&DC/F) – A central mail facility that processes and dispatches part or all of both incoming mail and outgoing mail for a designated service area. It also provides instruction on the preparation of collection mail, dispatch schedules, and sorting plan requirements to mailers. The facility is usually a sectional center facility or a general mail facility, but it can also be a dedicated mail processing facility without a station or branch.

Post Office™ – The basic organizational unit of the Post Service. Generally, each Post Office has the primary responsibility for collection, delivery, and retail operations in a specific geographic area. Each year, these units are categorized by revenue and mail volume.

Post Office branch – A unit of a main Post Office that is outside the corporate limits of the city or town of the main Post Office (also called “classified branch”).

Refused mail – Mail that is not accepted by the addressee.

Remote encoding center (REC) – A Postal Service unit that uses advance technology to assign barcodes to hand-addressed mailpieces physically located

at a general mail facility. After the mailpiece image is displayed on a computer terminal, an operator, who is at the center, keys in the ZIP Code and the street address in order to match this information with that in a database. This allows for the imprinting of the barcode and automated mail processing at the general mail facility.

Return address – A mailpiece element that is usually placed in the upper-left corner of the mailpiece to indicate the address of the sender. This address indicates where the sender wants the mail returned if it is undeliverable and where the sender will pay any fee due for the mail.

Roll – Mail in a tube or cylinder that is limited in size by Postal Service standards.

Route – A scheduled course to be followed by a Postal Service employee or carrier (a contractor) in performing transportation or delivery duties. To designate the time, schedule, mode of transportation (such as air, highway, or rail), and the line of travel to be used in dispatching mail from a postal unit or transportation terminal.

Rural carrier – In rural communities lacking convenient postal facilities, a Postal Service employee assigned to deliver and collect all mail classes, thus providing most services available at a small Post Office.

Sectional center facility (SCF) – A Postal Service facility that serves as the processing and distribution center (P&DC) for Post Offices in a designated geographic area as defined by the first three digits of the ZIP Codes of those offices. Some SCFs serve more than one 3-digit ZIP Code range.

Sleeve – A paperboard jacket that fits over the four sides (top, bottom, and two parallel sides) of a letter tray in order to keep the mail inside the tray from falling out.

Sort – To separate mail by a scheme or ZIP Code range; to separate and place mail into a carrier case; to distribute mail by piece, package, bundle, sack, or pouch.

Throwback – Missent or missorted mail that has been reworked for accurate distribution.

Throwback case – A distribution case in a delivery unit for the sortation of missorted and certain types of UAA letters and flats.

Tray – A container used in postal facilities to hold letters and First-Class Mail® flats. It is used as a basic unit of mail quantity for purposes of preparing mail to qualify for discounted postage rates.

Undeliverable as addressed (UAA) – Mail that the Postal Service cannot deliver as addressed and must forward to the addressee, return to the sender, send to a mail recovery center, or treat as waste.

United States Postal Service® (USPS) – The successor to the Post Office Department, created on July 1, 1971, by the Postal Reorganization Act as an independent establishment of the executive branch.

ZIP (Zone Improvement Plan) Code™ – Established in 1963, the system of 5-digit codes that identifies the individual Post Office or metropolitan area delivery station associated with an address. The first three digits identify the delivery area of a sectional center facility or a major-city Post Office servicing the delivery address area. The next two digits (the fourth and fifth) identify the delivery area of an associate Post Office (PO), Post Office branch, or Post Office station. All Post Offices are assigned at least one unique 5-digit code. ZIP+4 is an enhanced code consisting of the 5-digit ZIP code and four additional digits that identify a specific range of delivery addresses. ZIP Code is a Postal Service trademark. [Appendix E--Operation Codes](#)

Appendix E – Operation Codes

LDC	Oper Nbr	Oper Name
43	0790	PACKAGES/SPRS DISTRIBUTION
43	1610	MANUAL LETTER DISTRIBUTION
43	1720	MANUAL FLAT DISTRIBUTION
43	2410	F4 ALLIED DISTRIBUTION
44	7690	BOX SECTION
45	3550	WINDOW SERVICES
42	6370	POSTAGE DUE/BRM/MRS/PRS
48	7420	MISC ACTIVITY
48	2280	EXPRESS MAIL DELIVERY
48	3530	F4 STANDBY TIME
48	5580	OFFICE WORK
48	6080	STEWARD/CLERK TIME
48	6210	F4 TRAVEL WITHIN
48	7560	TACS TIMEKEEPING F2/F4
43	0770	SUNDAY PARCEL DISTRIBUTION
41	3150	SDUS INCOMING PARCELS
41	3170	SDUS SUNDAY PARCELS
41	4110	CS UFSM 1000 OCR - O/G PRIMARY
41	8250	DBCS/DIOSS BCS I/C PRIMARY
41	9050	ADUS INCOMING PARCELS
41	9100	ADUS SUNDAY PARCELS
47	9560	F4 SOV - C/S ACTIVITIES
47	9910	F4 SOV LOANED EMPLOYEES

LDC	OPERATION NUMBER	OPERATION NAME
43	0790	PACKAGES/SPRS DISTRIBUTION
43	1610	MANUAL LETTER DISTRIBUTION
43	1720	MANUAL FLAT DISTRIBUTION
43	2410	F4 ALLIED DISTRIBUTION
44	7690	BOX SECTION
45	3550	WINDOW SERVICES
42	6370	POSTAGE DUE/BRM/MRS/PRS
48	7420	MISCELLANEOUS ACTIVITY

Standard Training for Function 4 Distribution Clerks

48	2280	EXPRESS MAIL DELIVERY
48	3530	F4 STANDBY TIME
48	5580	OFFICE WORK
48	6080	STEWARD/CLERK TIME
48	6210	F4 TRAVEL WITHIN
48	7560	TACS TIMEKEEPING F2/F4
43	0770	SUNDAY PARCEL DISTRIBUTION
41	3150	SDUS INCOMING PARCELS
41	3170	SDUS SUNDAY PARCELS
41	4110	CS UFSM 1000 OCR — O/G PRIMARY
41	8250	DBCS/DIOSS BCS I/C PRIMARY
41	9050	ADUS INCOMING PARCELS
41	9100	ADUS SUNDAY PARCELS
47	9560	F4 SOV — C/S ACTIVITIES
47	9910	F4 SOV LOANED EMPLOYEES



Function 4 PSE Distribution Clerks

On-the-Job Training Workbook

June 2024

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

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A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce.

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Module 1: Introduction to On-the-Job Training

Instructional Methods:

- Self Study

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Introduction to On-the-Job Training

These performance elements are presented in the workplace environment, using discussions, and demonstrations. Other training elements are presented in an on-the-job environment including, mail scanning, sorting, processing, dispatching, collections, and hands-on practice. The primary goal of this training program is to provide new Function Four Distribution Clerks with the basic knowledge and skills to perform their duties.

On-the-job training instructors should follow the guidelines provided and review the Function Four Distribution Clerk OJT Checklist with the trainee at the end of each day. The Function Four Distribution Clerk on-the-job training is not to be performed on overtime. On-the-job training instructors are to be given adequate time while on the clock to prepare for providing OJT. The OJT is designed for the new Function Four Distribution Clerk to obtain hands-on experience at their designated duty location, where they work one-on-one with an OJT Instructor.

Use this On-the-job Training Guide to provide new Function Four Distribution Clerks with the appropriate on-the-job training and to closely monitor the complete on-the-job training process. Adapt your training techniques to meet the needs of the new Function Four Distribution Clerks. For instance, some new Function Four Distribution Clerks will be able to perform the tasks with very little assistance and others may need more practice and guidance.

Remember, on-the-job training is critical to the success of this training program.

Employees who are responsible for on-the-job training of newly assigned Function Four Distribution Clerks are to be provided a copy of the OJT guide as well as time on the clock to review the material.

Overview:

Function Four Distribution Clerk On-the-Job Training includes key elements common to all Function Four Distribution Clerks such as:

- Distribution Operations
- Mail Transport Equipment
- Hazardous Materials
- Mail Classification
- Missent Mail

- Short Paid Mail
- Accountable Mail
- Post Office® Box Operations
- Computerized Forwarding System
- Parcel Return Service
- Anonymous Mail

Module 2: Responsibilities of the On-the-Job Training (OJT) Instructors

Instructional Methods:

- Demonstration
- Practice
- Observation
- Coaching

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Duties of the On-The-Job Instructor

As an On-the-Job Instructor, you play an important role in this training. Your willingness to share information, demonstrate how to perform tasks, and answer questions is essential to the success of the training process.

You should show a positive attitude; encourage the new Function Four Distribution Clerks to ask questions and to share experiences and information. This creates an environment of trust in which the new Function Four Distribution Clerks are more likely to learn and apply the information.

Your goal is to help the new Function Four Distribution Clerks understand the tasks and apply them to the job. Allow the new Function Four Distribution Clerks to provide feedback and share what they see as obstacles in completing a task. Use this feedback to determine if further instruction is needed.

Setting the Stage for OJT

Explain that you will demonstrate tasks and observe the trainee in performing Function Four Distribution Clerk duties. Provide appropriate coaching, feedback, and positive reinforcement.

Training Process

Use the following process for each of the Function Four Distribution Clerk on-the-job tasks:

- Demonstrate to new Function Four Distribution Clerks how to perform a task.
- Observe new Function Four Distribution Clerks performing the task.
- Repeat this process as needed.

Enclosed in the back of this guide is an OJT Task Checklist that you will use to provide the new Function Four Distribution Clerk with an appropriate learning experience. Management will reproduce the OJT Task Checklist and Certification of Completion locally. Initial the proper item on the checklist as each item is completed.

New Function Four Distribution Clerks may indicate items for which they would like supplementary coaching in the notes section. Please follow the instructions for completion of the OJT Certification of Completion listed on page 7-15.

Demonstrate and Experience Tasks

As the On-the-job Instructor, you introduce new Function Four Distribution Clerks to the daily duties and responsibilities of their position. As you introduce different tasks, have the new Function Four Distribution Clerk observe then explain each task, and provide instruction on each step of the task. Once demonstrated, allow the new Function Four Distribution Clerk to perform the same task with coaching as needed. While observing the new Function Four Distribution Clerk perform tasks, encourage questions to obtain feedback, and verify the new Function Four Distribution Clerk's understanding of tasks. Repeat this process as needed throughout the entire on-the-job instruction.

Function Four Distribution Clerk OJT Task Checklist

The OJT Instructor and the trainee will review and discuss the new Function Four Distribution Clerk's Task Checklist in private to plan for continued development for the remainder of the OJT. The OJT instructor should use positive reinforcement to promote a learning environment where the trainee is comfortable and demonstrates proficiency.

Module 3: Duties of the Facility Manager or Designee

Instructional Methods:

- Self-study

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Duties of Facility Manager or Designee

Have the new Function Four Distribution Clerk report to the on-the-job instructor (OJI). Explain that the OJI conducts on-the-job training.

Contact your local Employee Development staff to obtain multiple copies of on-the-job training materials and participant guides. Provide a copy of these materials to each OJI. Management will allow four hours for each OJI while on the clock as time for the initial review of materials prior to providing OJT. Ensure that the new Function Four Distribution clerk is provided a copy of the new training guide on the first day.

The station manager, Postmaster, or designee conducts the following portion of the training on the first day.

Welcome Session

Welcome the new Function Four Distribution Clerk and introduce them to other employees.

Clarify any questions the new Function Four Distribution Clerk might have concerning the OJT process and Function Four Distribution Clerk duties.

Emphasize the new Function Four Distribution Clerk's responsibility to perform their duties in a safe and professional manner.

Reinforce the importance of having a positive attitude towards individual work performance and instill a sense of belonging to the postal team.

First Day Activities

Tour of Installation

Review time recording method:

- Location of MDD-IO scanners.

Demonstrate and discuss processing and distribution operations.

Share key facility locations:

- Restroom/locker room.
- Obtain locker assignment.
- Location to place personal items/policy for placement of personal items.

Lunch/break rooms:

-
- Lunch and break policy.

Smoking area/policy.

Entrances and Exits:

- Emergency.
- Employee.
- Customer.

Discuss parking:

- Customer.
- Employee.

Share bulletin/huddle board locations.

Discuss Safety procedures with the Function Four Distribution Clerk:

- Emergency Action Plan/Emergency gathering points.
- Location of the fire extinguisher.
- Location of the safety bulletin board.
- Material Safety Data Sheets (MSDS).
- Facility Specific safety rules.
- Means of egress, keeping aisles clear.
- Any asbestos and lead materials in the facility.
- Reporting of accidents and inoperable equipment.

Administrative Procedures

- Set up ACE ID
- Visit eAccess (Blue>Essential Links>eAccess) to request employee access to “ACE Active Directory” and “ACE Display Name.” Complete requests with all required information. For additional assistance, after logging into to eAccess, select the blue “Help” button in the upper right-hand corner of the screen. eAccess FAQs and User Guides are available.

Once employee has received ACE ID, obtain access to programs needed in your unit through eAccess and/or ARIS. Possible accesses needed may include:

- ACE (ACTIVE DIRECTORY).
- ACE Display Name.
- Change of Address Reporting System (COARS) Unit Supervisor.
- Collection Point Management System (CPMS).
- e1412 – For non RSS sites.
- Electronic Uncoded Address Resolution Service (eUARS).
- Intelligent Mail Data Acquisition System, Regional Intelligent Mail System (IMDAS RIMS).
- Mail Transport Equipment Labeler (MTEL).
- My Post Office (MyPO).
- Outlook.
- PostalOne!
- Retail Systems Software (RSS).
- Scan Point Management System (SPM).
- Single Package Look Up (SPLU) AWS.
- Single Package Look Up (SPLU) Database.
- WebBATS.

Explain work hours and schedule.

- Show where schedules are posted and date of required posting.
- Share attendance policy and procedures to follow when unable to report for work.

Provide Station/worksite phone numbers.

- Discuss use of telephone, cell phone, and headsets.
- Postal Service™ telephones are for official use.

Discuss dress code, including proper footwear.

Employee Rights and Responsibilities –

Safety and Health EL-814, Postal Employee’s Guide to Safety

Employee Rights

Employees have the right to:

- a. Become actively involved in the Postal Service Safety and Health Program and to be provided a safe and healthful work environment.
- b. Report unsafe and unhealthful working conditions using PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice*.
- c. Consult with management through appropriate employee representatives on safety and health matters, i.e., program effectiveness and participation in inspection activities where permissible.
- d. Participate in the safety and health program without fear of restraint, interference, coercion, discrimination, or reprisal.

Employee Responsibilities

It is the responsibility of all employees to:

- a. Comply with all OSHA and postal safety and health regulations, procedures, and practices, including the use of approved personal protective equipment (PPE).
- b. Keep the work area in a safe and healthful condition through good housekeeping and proper maintenance of property and equipment.
- c. Immediately report safety hazards and unsafe working conditions.
- d. Perform all duties in a safe manner.
- e. Keep physically and mentally fit to meet the requirements of the job.
- f. Immediately report any accident or injury in which they are involved to their supervisors, regardless of the extent of injury or dollar amount of damages.

Module 4: Day 1-Duties of the On-The-Job Instructor

Instructional Methods:

- Self-study

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Day 1: On the Job Training



Welcome the new Function Four Distribution Clerk to the Postal Service and introduce yourself. Let the new Function Four Distribution Clerk know that you will be conducting on-the-job training and providing on-the-job instruction to help them learn their duties and responsibilities.



The following duties and responsibilities (as applicable to the work environment) should be clearly defined and demonstrated at the employee's assigned duty station. This allows the employee to hear your instruction, visualize the task, and properly apply what they learned. Provide employee with a copy of Function Four Distribution Clerk On-the-job Workbook, applicable Standard Work Instructions, and resources available in the Appendix or from the CRDO Resource Library.

*To access CRDO Resource Library visit the Blue page. On the left-hand side under Featured Topics, select CRDO Resource Library.



Safety

- Explain and demonstrate how to properly lift large parcels and when to ask for assistance lifting.
- Walk through safe operation of mail transport equipment, e.g., Over-the-Road Containers (OTRs), All Purpose Containers (APCs), hampers, pallet jacks (refer to the Appendix), etc. Discuss how to maintain a safe environment by stacking empty sacks, empty equipment clean-up, pushing not pulling equipment, and by keeping distribution walkway clear and clean.
- Demonstrate how to identify and explain procedures for removing inoperable equipment.
- Explain and demonstrate safe unloading of Mail Transport Equipment (MTE).

Timekeeping & Labor Distribution Codes (LDC)

Identify the new Function Four Distribution Clerk's location and method of clocking in. Demonstrate proper clock ring moves and explain why clock ring moves affect productivity. Identify operations utilized locally and explain the different Labor Distribution Codes.

LDC 41 – Automation (Letters/Flats/Parcels).

LDC 42 – Business Return Service – PRS/BRM/Postage Due.

LDC 43 – Manual Unit Distribution – Letters/Flats/Parcels/Allied Distribution.

LDC 44 – PO Box™ Distribution.

LDC 48 – Admin/Customer Service – Express/Travel/Admin Duties/Collections/RFS/PFS/Customer Service Admin.

AM Distribution

Explain and demonstrate how to set up distribution area and Mail Transport Equipment (MTE) for carrier routes and sorting. Provide overview of office setup, including differing zones in relation to hamper placement and variations in distribution, including Connect Local, Contract Post Offices (Village Post Offices (VPO), Community Post Offices, Contract Postal Units), Satellite Offices (Post Office Box Only and Carrier Annexes), Remotely Managed Post Offices (RMPOs), etc.

- Ensure each route/downstream office has a designated hamper for parcel distribution.
- Place empty flat tubs inside of Small Parcel and Rolls (SPRs) holding rack, if applicable.
- Push, never pull, all incoming mail volume to proper staging area.
- Sort all presort bundles and Non-Linear Mail (NLM) letters and flats by routes and distribute to carriers' fiber dome or case ledge.
- Once distribution is complete, stage empty MTE in designated area. Refer to MTE glossary in the Appendix.

Identify applicable sorting equipment: Passive Adaptive Scanning System (PASS) / Delivery Schemeless Sortation (DSS) / Mobile Deliver Device-In Office (MDD-IO) Automated Delivery Unit Sorter (ADUS) / Small Delivery Unit Sorter (SDUS) and demonstrate setup, including Delivery Day Indicator (DDI) setup and Arrival-at-Unit (AAU) scanning process.

Standard Work Instructions can be found in the CRDO Resource Library.

- PASS Delivery Day Indicator
- DSS Delivery Day Indicator
- MDD-IO Delivery Day Indicator
- ADUS-SDUS Delivery Day Indicator
- Arrival at Unit AAU

Explain:

Allied Distribution – staging and unloading incoming mail:

- Unloading MTE and staging in proper location.
- Delivery Point Sequence (DPS) Mail Staging – refer to [DPS SWI](#) (Standard Work Instruction) located in CRDO Resource Library.
- Break down flat tubs and letter trays.
- Distributing Automated Flat Sorter Machine (AFSM) flats, presort bundles, circulars, etc. to carrier cases.
- Emptying sacks (not during parcel distribution).

Demonstrate how to unload MTE from transportation trucks.

- Explain MTE placards and demonstrate scanning process.
- Scan placards from incoming mail volume unload/distributed before the completion of distribution.

Identify scheme board and explain local process for parcels that route is not identified during distribution scanning.

Mail Transport Equipment (MTE) & MTE Placards-AM

Mail Transportation Equipment (MTE) Placards are placards printed via the Mail Transport Equipment Labeler (MTEL) system. Each piece of incoming MTE should have a unique placard attached. 99P, 99S and 99 T/V are barcode designations to identify the type of mail preparation and MTEL placard. Refer to [MTEL Scanning Inbound and Outbound](#) in the CRDO Resource Library.

- Ensure the clerk performs the scanning process when the MTE with an MTEL placard arrives at the unit.

Types of Placards

- 99T – Trailer: Barcodes affixed to the trailers to collect Arrive and Depart scan events
- 99S – Stations: Placards originating from the Delivery Units that are destined for the processing facilities
- 99P – Plants: Placards originating from the processing facilities that are destined for the Delivery Units.

Scans involve both the truck trailer (99T or 99V barcodes and the MTEL placards (99P QR barcodes) on all incoming mail containers.

- Arrive Scan 99T/V barcode from incoming dispatch trailer (if clerk is on duty).
- Unload Scan 99P barcode from each incoming container.
- Mark unload complete on all placards.
- Always cradle scanners after each trip to ensure data transmission.

Scan “Inventory Complete” barcode once all mail is distributed.

Mail Transport Equipment Activity

Identify an MTE placard on a container in your unit, then scan the 99P barcode and select “Unload.”

Hazardous Mail

Explain Hazardous Mail and identify the HAZMAT (Hazardous Materials) Staging Unit. Demonstrate the process to identify, handle, process, and transport mail containing, or believed to contain, hazardous material.

Hazardous materials are any article or substance designated by the U.S. Department of Transportation (DOT) as being capable of posing an unreasonable risk to health, safety, or property during transportation.

Hazardous Mail Procedures

Check the delivery and return address. Conduct a visual inspection of all sides.

Separate HAZMAT parcels from all other items. Separate mailable HAZMAT from nonmailable in the HAZMAT staging area.

Use Notice 107, Let's Keep the Mail Safe, to help explain why the material is not mailable or properly packaged.

Hazardous material disposal must be coordinated by the local facility manager. The appropriate safety/environmental staff should be consulted for guidance on applicable disposal regulations/responsibilities and for assistance in identifying local contractors that can properly dispose of the HAZMAT.

HAZMAT Staging Area - The facility must have at least one designated hazardous material staging area. Each staging area must have the following materials and references:

- PS Form 6812, Non-Mailable Item Fact Sheet Logs.
- PS Form 6813, Non-Mailable Item Fact Sheets.
- PS Form 6814, Air Transportation HAZMAT Log (Required for facilities who tender mail to airports).

Approved Standardized Hazardous Materials Placards.

- Label DECDDD4, *Prohibited Item Return Label* (Jan 2005 version).
- Label DECDDD5, *International Prohibited Item Return Label* (Jan 2006 version).
- MI DM-601-2016-2, *Hazardous Materials Acceptance and Handling Policy*.
- SOP for the Handling and Processing of Hazardous Materials.
- PS Form 1770, *Mail Piece Spill or Leak Incident Report* (hard copy or electronic).
- Tag 44, *Sack Contents Warning Tag* (September 2006 version).
- Label 127, *Surface Transportation Only* (No Fly Stickers).
- Poster 298, *DOT Domestic Hazardous Materials Warning Labels* (September 2012 version).

Employees who work at the staging area must have ready access to the Domestic Mail Manual (DMM[®]), International Mail Manual (IMM[®]) and PUB 52 available online at Postal Explorer[®] at pe.usps.com

Hazardous Mail Activity

Identify Label 127 in your unit's HAZMAT staging area.

Mail Classifications

Refer to DMM 100 *Retail Mail Letters, Cards, Flats, and Parcels* to identify mail classifications regarding sorting.

- First-Class Mail® includes postcards, letters, and flats. To determine if a mailpiece is First-Class®, examine the indicia and markings.
- Priority Mail® and Priority Mail Express® includes Priority Mail and Priority Mail Express product markings, such as flat rate packaging and non-flat rate packaging and indicia. If a mailpiece has no markings and weighs more than 13 ounces, it is Priority Mail.
- USPS Ground Advantage Retail parcel is:
 - A mailpiece that exceeds any one of the maximum dimensions for a flat (large envelope). See 2.1.
 - A flat size mailpiece, regardless of thickness, that is rigid or nonrectangular.
 - A flat size mailpiece that is not uniformly thick under 2.4.
 - A mailpiece that does not exceed 130 inches in combined length and girth.
- Periodicals consists of magazines, newspapers, and other publications. Bears no indicia. May or may not have the marking “Periodicals.”
- USPS Marketing Mail® includes Marketing Mail (or Standard Mail) and Non-Profit Marketing Mail.

Package Services

Package Services can be identified by indicia and markings:

- Bound Printed Matter – Mail permanently bound sheets of advertising, promotional, directory, or editorial material such as catalogs and phonebooks.
- Media Mail® – Media material only. Packages cannot contain advertising, video games, computer drives or digital drives of any kind.
- Library Mail – Send items from, to or between academic institutions, public libraries, museums, and other qualified organizations.

- Parcel Select®-Destination Entry – Economical ground delivery service designed for high volume shippers. Packages can weigh up to 70lbs and measure up to 130 inches in combined length and girth (distance around the thickest part.) Paid with a permit or mailer.
-
- Parcel Return Service (unique zip™: 569xx),-Allows customers to return merchandise to shipper without paying postage. Parcels that are picked up in bulk by authorized permit holders or agents.
- USPS Connect Returns - Priority Mail Express Return, Priority Mail Return, and USPS Ground Advantage Return. Same identifiers as outbound products.
- Business Reply Mail® can be identified with the “Business Reply Mail” marking and postage imprint “No Postage Necessary If Mailed in the United States.” All employees who handle Business Reply Mail should complete the required training course titled “Business Reply Mail” available in the HERO learning portal.

Mail Classification Activity

Obtain a parcel from the distribution area and refer to DMM 100 to identify the appropriate mail class for that parcel.

Missent Mail

Explain the process for Misshipped, Missent, Missort (3M), and Loop mail.

- Missent Package – Internal package (from plant) not for your facility. Scan Missent package AAU then MISSENT using an MDD-IO configured in-office. No other scans are to be made on the piece.
- Misshipped Package – External package (from drop shipment typically) that is not for your facility. Scan Misshipped packages AAU then MISHIPPED using an MDD-IO configured in-office. No other scans are to be made on the item.
- Missort – Mailpiece that is sorted to the wrong route in your unit. Must be retrieved and sorted to the correct route for delivery.

-
- Loop Mail – mail sent to an incorrect destination due to an incorrect barcode and/or incorrect ZIP Code™. If loop mail is left uncorrected in an automated processing environment, it continues to be sent to the incorrect address creating needless multiple handlings, increasing transportation costs, and adversely impacting service.

Missent Mail Activity

Obtain a Missent package in your unit and follow the proper scanning procedure.

Package Intercept/Customs Intercept

USPS Package Intercept® is a fee-based service offered that allows the sender or recipient to stop delivery or redirect a package, letter, or flat with a barcode that is not out for delivery or already delivered. Most domestic mailings with a tracking or extra service barcode are eligible for Package Intercept. PASS/DSS/SDUS/ADUS equipment identifies Package Intercept items during distribution. Explain the process of handling package intercepts during processing and how requests are printed utilizing MyPO.

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PASS/DSS equipment identifies Customs Intercept (CI) items during distribution. It is critical that CI pieces are properly intercepted, processed, and returned to the ISC (International Service Center). Explain the process of handling custom intercepts during processing; refer to the SWI in the CRDO Resource Library.

Package Intercept Requests Activity

Open MyPO on your unit's computer and identify the location of Package Intercept Requests in the program.

Short paid Mail and Automated Package Verification (APV) Program

Explain short paid postage / postage due mail articles and identification processes, including APV.

Short paid postage is any form of shortage based on insufficient postage being paid when a piece is mailed. Common violations include:

- Counterfeit/Fraudulent Labels.
- Dimensional (DIM) weight rate is not applied to larger packages with little weight.

- Duplicate Labels.
- First-Class flats or parcels weighing over classified First-Class flat or parcel rate.
- Flat Rate packaging not claimed correctly, or weight price used in lieu of flat rate price.
- Insufficient postage for the weight.
- Media Mail packages that contain other items not eligible as Media Mail.

APV Program can detect discrepancies in dimensions, duplicates, weight, zone, and packaging for PC Postage® and Click-N-Ship® articles. Letters, Flats, and Priority Mail Express items are charged postage due. Packages processed on APV capable equipment must not be charged postage due fees. Packages not processed on APV capable equipment must be charged postage due fees. Refer to Learn & Grow, SUT/SWI in the CRDO Resource Library.

[Automated Package Verification \(APV\) Stand Up Talk](#)

Automated Package Verification (APV) -Short Paid Postage - Poshmark Learn & Grow



[Short Paid Parcels v4 SWI.](#)

After providing instruction for and/or demonstrating each task, allow the employee to ask any questions that they may have and answer them thoroughly before moving to the next task.

Module 5: Day 2 - Duties of the On-The-Job Instructor

Instructional Methods:

- Demonstration.
- Observation.
- Coaching.

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Day 2: Duties of the On-The-Job Instructor

Welcome the new Function Four Distribution Clerk to Day 2 of their on-the-job training - another productive day at the U.S. Postal Service. Recap what was learned on Day 1 and provide clarification as needed.

Accountable Mail and Other Items

Identify accountable items and where they are placed during distribution. An Accountable item is any mailpiece, package, or object that must be signed out before it can be delivered to the intended recipient.

All undeliverable accountable items must be cleared by accountable clerk upon return including:

- Registered Mail® (domestic)
- Priority Mail Express®
- Priority Mail Express Cremated Remains
- Collect on Delivery (C.O.D.)
- Arrow keys/Collection keys
- Gas cards

Explain arrow key process and how accountable pieces are distributed to the carrier. Refer to Arrow Key and Arrow Key Accountability SWI in the CRDO Resource Library.

Accountable Mail Activity

Locate the arrow keys in your unit and complete the Arrow Key log.

Finalizing Distribution

Demonstrate proper method when measuring and recording mail volume. Letters and flats that must be sorted at a distribution case are considered manual volume.

Record mail volume for each trip on PS Form 3922:

- Letter Size Mail – Total the linear measurement of manually distributed mail, including missorts, measured in inches.
- Flat Size Mail – Total the linear measurement of manually distributed mail, including missorts, measured in inches.
- Parcels – Piece Count (SOV offices only)

Volumes Not Recorded:

- Direct bundles and direct trays (mail not requiring further handling or verification) before presentation to the letter carriers or customers.
- Walk through Distribution Up Time (DUT) barcode location and uploading Mobile Delivery Device - In Office (MDD-IO) scanner.

Identify hot case and the distribution of missorted items. Reinforce the importance of loop mail and missorted mail being given to carrier before they leave the office when possible. 3M mail should not cause the unit to miss the DUT.

- Loop mail is mail that has a barcode and/or ZIP Code for an office but the address is not in that office. Detection may occur at a carrier case, manual distribution case, box section, firm holdout, in automation, or in a carrier's Delivery Point Sequence (DPS) mail.
- Missent Mail is mail that was sorted to the wrong delivery unit, station, or branch and has a barcode or ZIP Code for another office.
- Missorted Mail is mail that was sorted to the correct office or zone but received by the wrong carrier for delivery.
- Missequenced Mail is mail that was sorted to the correct carrier route but in the wrong DPS order.

Post Office (PO) Box Mail

Show where the PO Box section is located and where DPS, manual letters, flats, and parcels destined to PO Boxes are located.

Demonstrate PO Box distribution including recording mail volume, scanning PO Box Up Time, UAA Mail procedures, parcel lockers, accountable items (signature-on-file), notice-left items, caller and reserves, and PO Box overflow.

- Print and affix 3982 COARS label daily to ensure customer forward mail is not delayed.
- Ensure the use of parcel locker compartments is maximized for daily delivery of articles that do not fit into the customer's PO Box.
- When articles are placed in parcel locker compartments or designated PO Boxes ensure the "Delivered" scan event and corresponding sub-event are performed if the article requires a delivery status scan. (Scan child asset tag on parcel locker, if applicable.)
- Do not return mail addressed and deliverable to a Post Office box until after the box is declared vacant EXCEPT for Registered Mail, Certified Mail, Insured Mail, COD Mail, Confirmation Services Mail, postage-due mail, and perishable mail items after following the notice left process.
- If the PO Box package has an extra service attached, it must be returned according to the return guidelines for the specified extra service. Only PO Box packages without extra services remain until the box is declared vacant.
- Explain and demonstrate how to process PO Box work order samplings. (Refer to the [SWI](#) in the CRDO Resource Library and the [PO Box Blue page](#) for additional information.)
- Explain and demonstrate scanning the PO Box Up Time scan complete once all committed mail is delivered and SPM samplings have been completed.

PO Box Mail Activity

Locate the PO Box Sampling SWI and follow the process to complete a PO Box Sampling request.

Computerized Forwarding Service (CFS)

Computerized Forwarding Service (CFS) is a system for processing Undeliverable as Addressed (UAA) non-machinable mail as forward or return to sender in the Customer Service environment. Identify the locations in your unit where CFS/PARS mail is deposited and processed. Explain and demonstrate the processing of CFS/UAA mail using job aids and [PARS Preparation Learn and Grow](#) in CRDO Resource Library.

Explain CFS/UAA Process using [SWI](#) including:

- CIF (Carrier Identified Forwarding) – mail sent to processes Postal Automated Redirection System (PARS), Flats Postal Automated Redirection system (FPARS), Computerized Forwarding System (CFS) Mechanized Forwarding System (MFS), and Remote Forwarding System (RFS) to match to a Change of Address (COA) on file and forward to the customer’s new address.
- Change of Address (COA) – the order indicating the customer’s request, including identifiable information to enable forwarding of mail from an old address to a new address.
- COARS (Change of Address Reporting System) – Internal USPS system used by Delivery Units to provide updated address information to mailers. COARS is used to print 3982 labels.
- Customer’s Name – Name provided by the customer on the COA form used to forward mail. Name options: Last Name (required for Family or Individual COA), First Name (required for Individual COA), Business Name (required for Business COA).
- Customer’s New Address – Address that the customer moved TO, the address where they want to receive their mail.
- Customer’s Old Address – Address that customer moved FROM, the address where they no longer want to receive their mail.

- Effective Date or Start Date of Change: The COA starts on the date indicated by the customer on the form.
- Expiration Date of Change: A temporary COA expires with the end date indicated by the customer or at six months (whichever date is first). A permanent COA expires 18 months after the start date.
- Individual COA – COA is only for the individual name indicated.
- Family COA – COA is for all customers with the last name indicated at the address on file.
- Business COA – COA is for businesses only; individuals or families can not submit a COA from a business with a street address.
- FPARS (Flats Postal Automated Redirection System) – System for processing UAA machinable flats as forward or return to sender in the Function Four Distribution environment.
- FWD (Forward) – Abbreviation sometimes used to indicate action to be taken. FWD is the same as CIF – carrier can indicate this code on a mailpiece to indicate it matches a COA on file.
- PARS (Postal Automated Redirection System) – System for processing UAA machinable letters as forward or return to sender in the Function Four Distribution environment.
- UAA (Undeliverable as Addressed) – Mail addressed to a name and/or address that cannot be delivered. Possible reasons that mail is undeliverable: customer has moved, customer never lived at the address, address does not exist.

Remote Forwarding Service (RFS)

RFS is a web-based application used to process Undeliverable as Addressed (UAA) Parcels as forward or return to sender. RFS is available on the DSS with a ring scanner or ACE computer utilizing a tethered scanner with DYMO or ZEBRA printer. All RFS mail must be processed daily. RFS training is available in the learning portal with additional materials available by searching for "[RFS](#)" in the CRDO Resource Library.

Log in to RFS and scan package barcode. Follow Forwarding/RTS prompts, affix label and dispatch.

Business Reply Mail (BRM)

Business Reply Mail (BRM) service enables a permit holder to receive First-Class Mail and Priority Mail from customers and to pay postage and a per-piece fee only for the pieces returned. The permit holder guarantees payment of the applicable First-Class Mail or Priority Mail postage, plus a per-piece fee, on all returned BRM. This includes any incomplete, blank, or empty BRM cards and envelopes and any mailable matter with a BRM label affixed. Explain our new employee's role in process.

Additional references for Business Reply Mail can be found in the Domestic Mail Manual®, 505 Return Services (DMM 505.1) and on *PostalOne!*®. All employees who handle Business Reply Mail are required to take the assigned training.

Undeliverable Bulk Business Mail (UBBM) and Undeliverable Marketing Mail (UMM)

Undeliverable Bulk Business Mail (UBBM)

Identify UBBM/NOV location and explain process of identifying waste mail when sorting no record mail, including

- Ancillary Service Endorsements and Extra Services.
- Address Service Requested
- Change Service Requested
- Electronic Service Requested
- Forwarding Service Requested
- Return Service Requested
- Temp-Return Service Requested

Undeliverable Marketing Mail (UMM)

Verify recyclable mail is Undeliverable Marketing Mail (formerly called Undeliverable Standard Mail (USM)), No Obvious Value (NOV) mail, Nixie Mail, or Undeliverable Bulk Business Mail (UBBM). Verifying the UMM as UMM eliminates the chance of undelivered First-Class Mail being accidentally recycled.

UBBM Activity

Locate a piece of UBBM and identify the mail class. Place mailpiece in correct location based on class and endorsements.

Module 6: Day 3 - Duties of the On-The-Job Instructor

Instructional Methods:

- Demonstration.
- Observation.
- Coaching.

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Duties of On-The-Job Instructor – Day 3



Welcome participants to Day 3 of Function Four Distribution Clerk on-the-job training—another productive day at the U.S. Postal Service.

Recap what was learned on Day 2 and provide clarification if needed. Employee completes PM distribution activities.

Delivery Day Indicator (DDI)

The Delivery Day Indicator is a process to improve Out for Delivery (OFD) visibility for our customers. Distribution employees performing Arrival at Unit Scans are required to select one of four Delivery Day Indicators when beginning Distribution. The Product Tracking and Reporting (PTR) system uses these indicator(s) to inform our customers when pieces are out for delivery. Explain and demonstrate Delivery Day Indicator distribution setup for [next day scanning](#).

Refer to the SWI located in the CRDO Resource Library by searching for [“DDI.”](#)

Navigate to the model selection screen on the DSS and setup scanning for tomorrow.

Parcel Return Service (PRS)

Parcel Return Service (PRS) is a workshare discount program that offers an easy and convenient way for customers to return items to merchants participating in PRS. Explain PRS and scanning process for courier pickup. Refer to the SWI located in the CRDO Resource Library by searching for [“PRS.”](#) All PRS packages can easily be identified by their unique ZIP Code, which always begin with the three numbers, “569.”

PRS packages can be accepted by clerks over window, a carrier while on the street delivering, Self-Service Kiosk (SSK), Rapid Drop-off Station, USPS Smart Locker, or dropped off in any USPS-approved collection box.

Once a PRS package is received by a postal employee, the employee is required to scan the mailpiece with a Prepaid Acceptance scan. On the main menu of the MDD-IO scanner, select “Prepaid Acceptance”, then scan the mailpiece and hit <enter> on the keypad of the MDD-IO scanner.

Clerks are required to scan the mailpiece with a second scan prior to the end of the day and record the scan as “Available for Return Agent” on the MDD-IO scanner screen if they are an authorized Return Delivery Unit (RDU) for that specific partner. After scanning the barcode, hit the <enter> button on the MDD-IO keypad.

The mailpiece is then placed in a designated container for pick up by a third-party courier. Active partners are listed in the Facilities Databases – Facility Information Module. Your unit manager will provide access to this information.

When the third-party courier arrives, a clerk must verify the courier's identity by checking the Standing Delivery Order (PS Form 3801). Once verified, the clerk and courier complete the PRS Dispatch Log (PS Form 635).

Next, the clerk must locate and scan the PRS hand-off barcode for the correct partner with the MDD-IO. The clerk will be prompted to scan one piece of the partner's PRS mail. Scanning the PRS hand-off partner barcode will create a "Tendered to Returns Agent" event on all PRS pieces for that partner that have been scanned as "Available for Returns Agent."

When the log and hand-off scanning process is complete, the clerk escorts the courier out of the building (do not leave couriers unattended at any time).

PRS Activity

Identify the Parcel Return Service area in your location and find the PRS Dispatch Log.

Dispatch Operations

Identify Dispatch Area and follow the local process – The Dispatch Area is a designated area located near the dock to allow collection mail equipment/containers to be moved to the dock and on dispatch trucks. The area is setup up with various containers to sort and receive collection mail from letter carriers and backdoor customers and mail from retail window (over the counter) to be containerized and sent for processing. Ensure individual containers are available for each different mail type your unit receives in the dispatch area. Containers should be arranged in a manner to promote ease of access by employees and for efficiency of sorting the various mail types to their respective containers.

Dispatch Operations Activity

Locate the dispatch equipment containing outgoing First-Class Letters.

Mail Transport Equipment Labeler (MTEL) Placards – PM

Mail Transportation Equipment (MTE) Placards are placards printed via the Mail Transport Equipment Labeler (MTEL) system at the unit and have a Retail Distribution Code (RDC) Code 70 on the placard.

RDC 70 placards are printed on the same day the MTE is being dispatched. The unit prints enough placards for each container of MTE being dispatched so each container has its own RDC 70 MTEL placard.

MTEL placards must be printed (see SWI) for each individual mail type being dispatched from the unit and have the correct RDC code for each respective mail type.

MTEL placards must have the current days date – do not use old or photocopied placards.

Each container must have the appropriate MTEL placard affixed to the container depicting the mail type within the equipment.

Printing MTEL Placards – Delivery units need to ensure employees have the appropriate MTEL access (Retail MTEL Placards) to print necessary placards each day to affect dispatch of outgoing mail.

Scanning – refer to SWIs for specific Inbound and Outbound scanning procedures.

- Placard meanings and setup – Delivery units print and use ‘Retail MTEL Placards,’ which produces 99S placards. Units need to ensure their MTEL is setup properly at each unit to ensure all the different RDCs are included to print the necessary placards for the mail types handled.

99S placards are Retail MTEL Placards that produce a label number starting with ‘99S.’ The ‘S’ is a designation meaning ‘Station or Service.’ Retail MTEL 99S placards are used to dispatch mail from a unit to the plant for processing. 99P placards are placards that produce a label number starting with ‘99P.’ The ‘P’ is a designation meaning ‘Plant or Processing.’ 99P placards are used to dispatch mail from a plant to delivery units for processing.

Print MTEL placards for the current day.

Unit Collection Process

The Postal Service is generally charged with providing prompt, economical, and efficient services that are responsive to the needs of the communities served. Collection points are defined locations where a customer drops off mail for collection by the Postal Service. These can include mail chutes, receiving boxes, firm pickups, Self-Service Kiosk (SSKs) drops, lobby drops, and mail collection racks. Collection boxes are a subset of collection points. All collection points are required to be entered in the Collection Point Management System (CPMS).

Identify Collection Point locations and required scans.

Identify location of the Depart Post Office™ Scan.

Confirm scans in CPMS; explain the importance of ensuring scanners upload and transmit data at the end of the day.

Unit Collection Activity

Locate the collection box in your unit and identify the barcode for required CPMS scan.

Service Performance Management (SPM)

Explain the Service Performance Management (SPM) process and how to scan mailpieces during collection. Internal SPM Sampling at collection points is designed to measure flats and letters labeled with Information-Based Indicia (IBI) and Intelligent Mail® barcodes (IMb®). For a mailpiece to be used in measurement, the barcode on the mailpiece must be unique so that the sampling scan on the mailpiece can be matched to the processing scan of the mailpiece.

When you are at a collection point selecting flats and letters for sampling, please keep the barcode priority described below in mind.

An IBI (postage barcode) is always unique and is therefore preferred over scanning an IMb on the same mailpiece.

Likewise, for a windowed envelope, an IMb printed on the paper inside the envelope and showing in the window is more likely to be unique than an IMb printed directly on the envelope.

If neither an IBI nor IMb displayed in an envelope window is available, scan an IMb printed directly on the envelope.

Note: Remember to scan only one barcode per mailpiece. If a mailpiece has more than one barcode, select the barcode to scan based on the priority described in the “[Internal SPM Sampling Barcode Scanning Priority](#)” located in the CRDO Resource Library.

SPM Activity

Identify the IMb barcode on a First-Class Letter.

Anonymous Mail

Explain anonymous mail collection identification and identify the Anonymous Mail Staging Unit. Demonstrate the process to identify, isolate, and process Anonymous Mail.

Anonymous Mail is any mailpiece that is over one-half inch in thickness or weighs more than 10 ounces, bears only postage stamps as postage, and has not been accepted by an employee at a retail service counter.

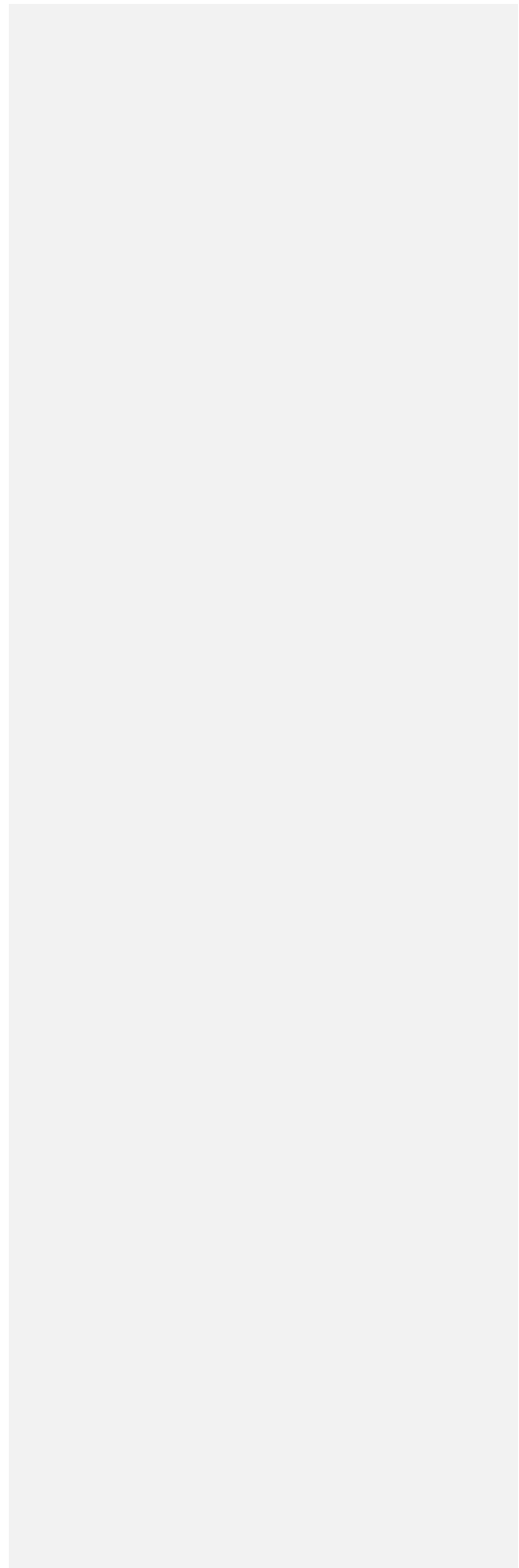
Note: The presence of a Postage Validation Imprint (PVI), meter strip, or PC postage indicates acceptance at a retail service counter. The Anonymous Mail Staging Unit is a designated area where Anonymous Mail should be taken for resolution.

Every postal facility handling mail is required to have an Anonymous Mail Unit that includes:

- Current HQ Anonymous Mail Standard SOP.
- Anonymous Mail Transportation Placard.
- DDD2 – blue label “Attention Mailing Customer.”
- Label 127 SURFACE TRANSPORTATION ONLY – no fly label.
- Clearly marked signage identifying the unit.
- Description and template identifying restricted mailpieces.
- Access to a scale and ruler to weigh, measure, and verify Anonymous mailpieces.

Anonymous Mail Activity

Identify Label 127 in your Anonymous Mail Staging Unit.



Module 7: On-The-Job Training Task Checklist

Instructional Methods:

- Demonstration.
- Observation.
- Coaching.

Materials Required:

Function 4 Distribution Clerk On-the-Job Training Guide

Finalizing OJT

Complete the OJT Task Checklist during OJT and keep it with the new clerk's PS Form 2548, Individual Training Record-Supplemental Sheet.

Complete the OJT Certification section and submit to District Manager, Learning Development and Diversity.



Commend the employee on their OJT experience; ask if there are any questions or concerns and answer them; discuss any concerns you cannot address with the manager, Postmaster, or designee; and let the employee know that the supervisor can assist with any additional questions, issues, or concerns.

Function 4 Distribution Clerk Skill OJT Checklist	
Employee Name:	
Work Location:	
On-The-Job-Instructor:	
OJI Job Title:	
OJI Signature:	
Date of Training	
Day 1	Satisfactorily Performed
Safety	
Explain and demonstrate how to properly lift large parcels and when to ask for assistance lifting.	
Walk through safe operation of mail transport equipment. Discuss how to maintain a safe environment by stacking empty sacks, empty equipment clean-up, pushing not pulling equipment, and by keeping distribution walkways clear and clean.	
Demonstrate how to identify and explain procedures for removing inoperable equipment.	
Explain and demonstrate safe unloading of Mail Transport Equipment (MTE).	
Explain Allied Distribution – staging and unloading incoming mail.	
Explain and demonstrate how to set up distribution area and MTE for carrier routes and sorting.	
Clock Rings	
Demonstrate proper clock ring moves and explain why clock ring moves affect productivity.	
Distribution Area	
Explain and demonstrate how to set up distribution area and MTE for carrier routes and sorting.	
Explain MTE Placards and MTEL Placard Scanning.	
Identify applicable sorting equipment (PASS/DSS/MDD-IO) and demonstrate setup, including Delivery Day Indicator setup and Arrival-at-Unit scanning process.	
Hazardous Mail and identify the HAZMAT Staging Unit	
Explain Hazardous Mail and identify the HAZMAT Staging Unit. Demonstrate process to identify, handle, process, and transport mail containing, or believed to contain, hazardous material.	
Mail Classes	
Using DMM, identify different mail classes regarding sorting.	
Explain the process for Misshipped, Missent, Missort, and Loop mail.	

Function 4 Distribution Clerk Skill OJT Checklist

Day 1		Satisfactorily Performed	
Explain the process of handling package intercepts and custom intercepts during processing.			
Explain the process of handling package intercepts and custom intercepts during processing.			
Explain postage due mail articles and identification process, including APV.			
Accountable Items			
Identify accountable items and where they are placed during distribution.			
Explain arrow key process and how accountable pieces are distributed to carriers.			
Mail Volume, Up Time, and Hot Case			
Demonstrate proper method when measuring and recording mail volume.			
Walk through Distribution Up Time barcode location and uploading the scanner.			
Identify hot case and the distribution of missorted items.			
Day 2		Satisfactorily Performed	
Identify accountable items and where they are placed during distribution.			
Explain arrow key process and how accountable pieces are distributed to carriers.			
Demonstrate proper method when measuring and recording mail volume.			
Walk through Distribution Up Time barcode location and uploading the scanner.			
Post Office Box			
Demonstrate PO Box distribution including:			
Recording mail volume.			
Scanning PO Box Up Time.			
UAA Mail procedure.			
Parcel lockers.			
Accountable items (signature-on-file).			
Notice-Left items.			
Caller reserves.			
PO Box overflow.			

Function 4 Distribution Clerk Skill OJT Checklist	
Day 2	Satisfactorily Performed
Explain and demonstrate how to process PO Box work order samplings/SPM.	
Explain and demonstrate scanning PO Box Up Time scan when all committed mail delivered/SPM samplings are complete.	
Forwarding and Returning to Sender	
Explain and demonstrate the processing of CFS/UAA mail using job aids and SWIs.	
Explain the Remote Forwarding System (RFS) and the importance of the timely processing of mail.	
BRM and UMM	
Explain Business Reply Mail and the employee's role in the process.	
Identify UMM location and explain process of identifying waste mail when sorting no record mail, including Ancillary Service Endorsements and Extra Services.	
Day 3	Satisfactorily Performed
Explain and demonstrate Delivery Day Indicator and distribution setup for next day scanning.	
Explain Parcel Return Service and scanning process for courier pickup.	
Identify Dispatch Area and explain local dispatch process.	
Explain MTEL printing and dispatch scanning procedures.	
Explain MTE setup and sortation by class.	
Explain Unit Collection process.	
Identify collection point locations and scans.	
Explain Depart Post Office Scan and the importance of uploading scanners at the end of the day.	
Explain the Service Performance Management (SPM) process and how to scan mailpieces during collection.	
Explain anonymous mail and identify the Anonymous Mail Staging Unit. Demonstrate the process to identify, isolate, and process Anonymous Mail.	

Certification of Completion
Function Four Distribution Clerk On-the-job Training

_____ has been provided Function Four Distribution Clerk on-the-job training and has demonstrated the ability to perform the job task of a Function Four Distribution Clerk.

I, _____, have witnessed and evaluated all task checklist requirements.

Trainee Signature

Trainer Signature

Postmaster, Manager, or Supervisor Signature

Date

District Name: _____

Function Four Distribution Clerk Trainee (Print Name): _____

On-the-job Instructor (Print Name): _____

Retail Unit Instructions: Submit this page only to the Manager, Employee Development. Appendix

Appendix

Appendix A – Mail Transport Equipment

Appendix B - USPS Shoe Policy

Appendix C – Abbreviations and Acronyms

Appendix D - Glossary

Appendix E - Operation Codes

Appendix A - Mail Transport Equipment



General Purpose Mail Container



Mail Container



Universal Mail Container



Utility Cart



PostalPak Fiberboard



Wire Container Rigid



Collapsible Wire Container



Over The Road Container (OTR) – Light Duty



Over The Road Container (OTR) – Heavy Duty



Nutting Truck



#1 Sack



US Priority Pouch



US Express Pouch



MM Tray 24.5"



1/2 Size MM Tray 13.8"



MM Sleeve



1/2 Size MM Sleeve



4-Sided Flats Tray



Hamper, Large Canvas



Hamper, Large Plastic



Nestable Pallet, Plastic



Wood Pallet

Appendix B - USPS Shoe Policy

**Footwear Styles
NOT PERMISSIBLE
While On Duty**

 Open Heel Sandals	 Heels over 1 1/2" or Soles over 1/2" in Height	 Crocs	 Moccasins	 Thongs or Flip Flops
 Open Toe Sandals	 Vibram 5 Fingers, Fila Skele-toes, etc.	 Clogs (Wooden or Cork)	 House Slippers	 Jelly Shoes or T-Straps
 Z-Coil Shoes	 Nylon Running Shoes	 Shape Ups	 Canvas Tennis Shoes	

SAFETY *To eliminate slips, trips, and falls, do not wear the above mentioned shoes on the workroom floor, per Employees Guide to Safety EL-814, Section IV A-4

**UNITED STATES
POSTAL SERVICE**

Appendix C – Abbreviations and Acronyms

ADUS	Automated Delivery Unit Server
AIC	Account Identifier Code
APWU	American Postal Workers Union, AFL-CIO
ARC	Assistant Rural Carrier
BIS	Break in Service
BMEU	Business Mail Entry Unit
BRM	Business Reply Mail
CBPMAN	Customs and Border Patrol Manifest
CCA	City Carrier Assistant
CFS	Computerized Forwarding System
CNS	Click-N-Ship
COA	Change of Address
COARS	Change of Address Reporting System
CPMS	Collection Point Management System
CPU	Contract Postal Unit
DDI	Delivery Date Indicator
DDU	Destination Delivery Unit
DMM	Domestic Mail Manual
DPS	Delivery Point Sequence
DSS	Delivery Sortation System
DSS	Delivery Schemeless Sortation
EDDM	Every Door Direct Mail
EIN	Employee Identification Number
ELM	Employee and Labor Relations Manual
eOPF	Electronic Official Personnel Folder
FRB	Flat Rate Box
FY	Fiscal Year
HCR	Highway Contract Route
HQ	Headquarters
HR	Human Resources
HRSSC	Human Resources Shared Service Center
MDD	Mobile Delivery Device
MHA	Mail Handler Assistant
MHA	Mail Handler Assistant
MIO	Mobile Delivery Device In-office
MPOO	Manager, Post Office Operations
mPOS	Mobile Point of Service
MTE	Mail Transport Equipment

MTEL	Mail Transport Equipment Labeler
NTFT	Non-Traditional Full Time
OIC	Officer in Charge
PASS	Passive Adaptive Scanning System
PFS	Premium Forwarding Services
PMG	Postmaster General
POB	Post Office Box
POS	Point of Service
PRS	Parcel Return Service
PRS	Parcel Return Service
PSE	Postal Support Employee
PTF	Part Time Flexible
RCA	Rural Carrier Associate
RFS	Remote Forwarding System
RMPO	Remotely Managed Post Office
RSS	Retail Systems Software
SDUS	Small Delivery Unit Server
SOP	Standard Operating Procedure
SSA	Sales and Service Associate
SSK	Self-Service Kiosk
SWI	Standard Work Instruction
TACS	Time and Attendance Collection System
UBBM	Undeliverable Bulk Business Mail
VPO	Village Post Office

Appendix D - Glossary

Address Change Service (ACS) – An automated process that provides change-of-address information to participating mailers who maintain computerized mailing lists. The information is captured and fulfilled electronically, which reduces the volume of manual change-of-address notices.

Address – The location to which the Postal Service is to deliver or return a mailpiece. It consists of certain elements such as recipient name, street name and house number, and city, state, and ZIP Code as required by the mail class.

Area distribution center (ADC) – A mail processing facility that receives and distributes mail destined for specific ZIP Codes under the Managed Mail Program (MMP). An ADC is one of the points with the national MMP distribution network.

Automated area distribution center (AADC) – A distribution center that uses multiline optical character readers (MLOCRS), barcode sorters (BCSs), and other equipment designed for processing automation-compatible mail.

Automation-compatible mail – Mail that can be scanned and processed by automated mail processing equipment, such as a barcode sorter.

Barcode (BC) – A series of vertical bars and spaces that represent any numerical series, most often a correct ZIP Code for the delivery address on the mailpiece. The barcode facilitates automated processing by barcode readers and scanners. Barcodes that may be used for postal processing are POSTNET, Interleaved 2-of-5, Code 39, Code 128, and UCC/EAS Code 128.

Best Practice – A method of accomplishing a postal business function or process that is considered to be superior to all other known methods.

Box Mail – Mail received at the carrier's case that belongs in the Post Office Box section.

Branch – (See Post Office branch)

Bulk Mail Center (BMC) – A highly mechanized mail processing plant that distributes Standard Mail in piece and bulk form.

Bundle – Two or more pieces secured together into a single piece or unit.

Case – A piece of equipment that contains separations into which clerks or letter carriers sort letters, flats, or irregular parcels. To sort mail into a case.

Case label – A long strip of heavy paper, cardboard, or other material that shows names or numbers and individual addresses assigned to a carrier route. It is placed below the separations on the carrier case. Also, a tag of heavy paper or

cardboard on a clerk distribution case that shows Post Office, state, or ZIP Code. It is placed above the case separation or box as a distribution guide.

Change-of-address (COA) – A customer request to have mail delivery moved from one mailing address to another.

Change-of-address order – A customer’s notification to the Post Office of a permanent or temporary change of address (COA) by using Postal Service™ Form 3575, *Change of Address Order*, or other written or personal notice.

City carrier – A letter carrier who provides city delivery service. This includes delivery and collection of all mail classes to residences and business within an area authorized for city delivery services.

Computerized Forwarding System (CFS) – A centralized, computerized address label-generating operation that performs address correction and forwards or returns undeliverable-as-addressed mail to customers.

Contents Identification Number (CIN) – A code number that represents and identifies the level of tray or sack and class of mail for sorted mailpieces.

Cull – To remove non-letter mail (such as small parcels, rolls, and odd-shaped material) from letter mail (and nonmachinable mailpieces from automation rate pieces) by hand or machine. During culling, accountable mail and flats are segregated from other letter mailpieces.

Delimiter – A character that groups or separates words or values in a line of input.

Deliver – To take mail from the Post Office to the customer or provide customer pickup, whether Post Office box, window, or dock.

Delivery address format – Address elements required by the Postal Service on all mailpieces – that is, the intended recipient’s name; either general delivery, a house or building number and street name (plus apartment/suite number, if applicable), or a Post Office Box number or rural route or highway contract route designation with a box number; and city, state or state abbreviation, and ZIP Code or ZIP+4®. Placement of this information on the mailpiece determines the dimension considered the length of letter-size mail.

Delivery address – The location (destination) to which the Postal Service is to deliver a mailpiece. Except for mail prepared with a detached address label, the piece must show the address of the addressee (intended recipient) on the side bearing the postage. It is usually placed in the lower right.

Delivery -The act of taking mail from the Post Office to the customer. The mail itself taken to the customer’s business or residential delivery address or picked up at Post Office, whether Post Office Box, window, or dock.

Delivery Unit – A Post Office, Post Office station, or Post Office branch that has mail delivery functions.

Dispatch – Mail readied and loaded for transportation. To ready the mail for loading.

Distribute – To sort mail in order to group pieces according to a plan or scheme.

Distribution – The sorting of mail into pigeonhole cases, trays, sacks, machine bins, or pouches in order to group pieces with a common destination for transportation to the Post Office or address. It may be done by manual, mechanized, or automated means. The term is also applied to the distribution mail itself.

Endorsement – An authorized marking on a mailpiece that shows handling instructions, a special service, or a request for an ancillary service.

Face – The side of a mailpiece with the delivery address. Also, to arrange mail in a uniform orientation – i.e., with the delivery address facing forward and the postage stamp, meter stamp, or permit imprint positioned in the upper-right corner.

Flat case – (See *case*.)

Flat – The general term for flat-size mail, so called because the large mail is sorted without bending it so that the mail remains flat.

Flat tray – A four-sided tray used in both mechanized and nonmechanized offices for flat-size mail.

Flat-size mail – A mailpiece that exceeds at least one of the dimensions for letter size mail (11½ inches long, 6½ inches high, ¼ inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, ¾ inch thick). Dimensions are different for automation rate flat-size mail eligibility. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.

FLTS – An abbreviation used on mail container labels that identifies the contents as flat-size mail.

Forward – To redirect mail to the intended recipient's new delivery address in cases where Postal Service Form 3575, *Change of Address Order*, or other written or personal notice has been filed with the local Post Office.

Full flat tray – A tray that is sufficiently filled with flats to allow or require preparation to the corresponding presort destination. A full flat tray contains at least enough pieces so that a single stack lying flat on bottom of the tray reaches to the bottom of the handholds. Additional pieces must be added when possible to physically fill the tray.

Full letter tray – A tray filled at least three-fourths full with faced, upright pieces.

Handbook (HBK) – A Postal Service™ directive that documents the procedures needed to implement Postal Service policy stated in manuals.

Highway contract route (HCR) – A route of travel served by a postal contractor to carry mail over highways between designated points. Some HCRs include all mail delivery to addresses along the line of travel. Formerly called “star route.”

Holdout – Mail held for handling and dispatch and for businesses that receive a large volume of mail.

Jog – To hit or shake a handful of mailpieces against a hard surface to align their edges.

Keyline – Provides an effective means of matching ACS notifications with the appropriate records in the customer’s address files. Must consist of 4 to 16 characters, be printed on the second line of the address block, be aligned left, and begin and end with a pound sign (#) delimiter.

Label – A strip of paper (printed singly or in multiples) that shows destination, mail class type, office of distribution, and routing instructions. It is placed in the label holders of cases, pouches, or sacks. Also, a type of directive that provides limited information or instructions and can be fastened (glued or tied) to something, such a wall, door, bumper, or package. To imprint routing, destination, or other information on label or facing slip. Also, to insert labels in the holders of pouches and sacks before dispatch.

Letter – According to the Private Express Statutes, a message directed to a specific person or an address and recorded in or on a tangible object. Also, a shortened way to refer to letter-size mail.

Letter carrier – A Postal Service employee who delivers and collects mail on foot or by vehicle in a prescribed area. The term usually refers to a city carrier rather than to a rural carrier or highway contract carrier.

Letter tray – A flat cardboard or plastic container for sorted letter-size mail that can hold several hundred letters. Various kinds and size of trays are used in place of sacks or pouches for transporting mail within and between major postal facilities. Certain rate categories, especially automation rates, require the use of trays.

Letter-size mail – A mail processing category of mailpieces, including cards, that do not exceed any of the dimensions for letter-size mail (11½ inches long, 6⅞ inches high, ¼ inch thick).

Loop mail – Incorrectly barcoded and/or ZIP Coded mail discovered at a destination for which it is not addressed or discovered in a transit operation.

LTRS – A code used on mail container labels that identifies the contents as letter-size mail.

Mail Processing – An integrated group of sub-functions required to sort and distribute mail for dispatch and eventual delivery. The principal sub-functions are culling, edging and stacking, facing and canceling, sorting, typing, pouching, bundling, sacking, and traying.

Mailpiece – A single addressed article of mail, usually a letter, flat, card, or parcel.

Manual Distribution – The sortation of mail into cases by hand as opposed to mechanized means (such as a letter sorting machine) or automated means (such as multiline optical character reader).

Markup – A mailpiece that is undeliverable as originally addressed. It must be endorsed to show the next address for attempted delivery or other disposition, such as return to sender.

Missent mail – Mail that has not been dispatched according to the official schemes, schedules, or special orders.

Missorted mail – Mail sent to the correct zone but received by the wrong route for delivery.

National Customer Support Center (NCSC) – A Postal Service organization that provides information, service, and products (for example, zone charts, directories, software programs, testing of ZIP+4 code or delivery point code address matching software) that are designed to improve the quality of addressing for mailings that qualify for certain rates.

Nixie – A mailpiece that is undeliverable for reasons other than a customer move (i.e., vacant, no mail receptacle, refused, etc.). A nixie clerk specializes in handling this mail.

Nonmachinable – The incapacity of a mailpiece to be sorted on mail processing equipment because of size, shape, content, or address legibility. Such mail must be processed manually.

Processing and distribution center/facility (P&DC/F) – A central mail facility that processes and dispatches part or all of both incoming mail and outgoing mail for a designated service area. It also provides instruction on the preparation of collection mail, dispatch schedules, and sorting plan requirements to mailers. The facility is usually a sectional center facility or a general mail facility, but it can also be a dedicated mail processing facility without a station or branch.

Post Office™ – The basic organizational unit of the Post Service. Generally, each Post Office has the primary responsibility for collection, delivery, and retail operations in a specific geographic area. Each year, these units are categorized by revenue and mail volume.

Post Office branch – A unit of a main Post Office that is outside the corporate limits of the city or town of the main Post Office (also called “classified branch”).

Refused mail – Mail that is not accepted by the addressee.

Remote encoding center (REC) – A Postal Service unit that uses advance technology to assign barcodes to hand-addressed mailpieces physically located

at a general mail facility. After the mailpiece image is displayed on a computer terminal, an operator, who is at the center, keys in the ZIP Code and the street address in order to match this information with that in a database. This allows for the imprinting of the barcode and automated mail processing at the general mail facility.

Return address – A mailpiece element that is usually placed in the upper-left corner of the mailpiece to indicate the address of the sender. This address indicates where the sender wants the mail returned if it is undeliverable and where the sender will pay any fee due for the mail.

Roll – Mail in a tube or cylinder that is limited in size by Postal Service standards.

Route – A scheduled course to be followed by a Postal Service employee or carrier (a contractor) in performing transportation or delivery duties. To designate the time, schedule, mode of transportation (such as air, highway, or rail), and the line of travel to be used in dispatching mail from a postal unit or transportation terminal.

Rural carrier – In rural communities lacking convenient postal facilities, a Postal Service employee assigned to deliver and collect all mail classes, thus providing most services available at a small Post Office.

Sectional center facility (SCF) – A Postal Service facility that serves as the processing and distribution center (P&DC) for Post Offices in a designated geographic area as defined by the first three digits of the ZIP Codes of those offices. Some SCFs serve more than one 3-digit ZIP Code range.

Sleeve – A paperboard jacket that fits over the four sides (top, bottom, and two parallel sides) of a letter tray in order to keep the mail inside the tray from falling out.

Sort – To separate mail by a scheme or ZIP Code range; to separate and place mail into a carrier case; to distribute mail by piece, package, bundle, sack, or pouch.

Throwback – Missent or missorted mail that has been reworked for accurate distribution.

Throwback case – A distribution case in a delivery unit for the sortation of missorted and certain types of UAA letters and flats.

Tray – A container used in postal facilities to hold letters and First-Class Mail® flats. It is used as a basic unit of mail quantity for purposes of preparing mail to qualify for discounted postage rates.

Undeliverable as addressed (UAA) – Mail that the Postal Service cannot deliver as addressed and must forward to the addressee, return to the sender, send to a mail recovery center, or treat as waste.

United States Postal Service® (USPS) – The successor to the Post Office Department, created on July 1, 1971, by the Postal Reorganization Act as an independent establishment of the executive branch.

ZIP (Zone Improvement Plan) Code™ – Established in 1963, the system of 5-digit codes that identifies the individual Post Office or metropolitan area delivery station associated with an address. The first three digits identify the delivery area of a sectional center facility or a major-city Post Office servicing the delivery address area. The next two digits (the fourth and fifth) identify the delivery area of an associate Post Office (PO), Post Office branch, or Post Office station. All Post Offices are assigned at least one unique 5-digit code. ZIP+4 is an enhanced code consisting of the 5-digit ZIP code and four additional digits that identify a specific range of delivery addresses. ZIP Code is a Postal Service trademark.

Appendix E – Operation Codes

LDC	Oper Nbr	Oper Name
43	0790	PACKAGES/SPRS DISTRIBUTION
43	1610	MANUAL LETTER DISTRIBUTION
43	1720	MANUAL FLAT DISTRIBUTION
43	2410	F4 ALLIED DISTRIBUTION
44	7690	BOX SECTION
45	3550	WINDOW SERVICES
42	6370	POSTAGE DUE/BRM/MRS/PRS
48	7420	MISC ACTIVITY
48	2280	EXPRESS MAIL DELIVERY
48	3530	F4 STANDBY TIME
48	5580	OFFICE WORK
48	6080	STEWARD/CLERK TIME
48	6210	F4 TRAVEL WITHIN
48	7560	TACS TIMEKEEPING F2/F4
43	0770	SUNDAY PARCEL DISTRIBUTION
41	3150	SDUS INCOMING PARCELS
41	3170	SDUS SUNDAY PARCELS
41	4110	CS UFSM 1000 OCR - O/G PRIMARY
41	8250	DBCS/DIOSS BCS I/C PRIMARY
41	9050	ADUS INCOMING PARCELS
41	9100	ADUS SUNDAY PARCELS
47	9560	F4 SOV - C/S ACTIVITIES
47	9910	F4 SOV LOANED EMPLOYEES