

June 4, 2020

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service has created Statistical Programs (SP) Letter #4, Fiscal Year (FY) 2020.

The subject letter includes updates to the Computerized On-Site Data Entry System (CODES) software and the data collection policies and procedures for the following programs:

- City Carrier Cost System (CCCS)
- Rural Carrier Cost System (RCCS)
- Transportation Cost Systems (TRACS)
- In-Office Cost System (IOCS)
- Revenue, Volume And Performance Measurement Systems (ODIS-RPW)
- System for International Revenue and Volume, Outbound—International Origin-Destination Information System (SIRVO-LODIS)
- Statistical Programs Management (SPM)

We have enclosed a final draft copy of SP Letter #4, FY 2020.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills", with a stylized flourish at the end.

David E. Mills
Manager
Labor Relations Policies and Programs

Enclosures

FINANCE



June 3, 2020

MANAGERS (DISTRICT)
MANAGERS, FINANCE (DISTRICT)
MANAGERS, FINANCIAL PROGRAMS COMPLIANCE (DISTRICT)

SUBJECT: *Policy Memo*, Statistical Programs (SP) Letter #4, FY20

This letter provides updates to the Computerized On-Site Data Entry System (CODES) software, and data collection policies and procedures for: City Carrier Cost System (CCCS); Rural Carrier Cost System (RCCS); Transportation Cost Systems (TRACS); In-Office Cost System (IOCS); Revenue, Volume And Performance Measurement Systems (ODIS-RPW); System for International Revenue and Volume, Outbound—International Origin-Destination Information System (SIRVO-IODIS); and Statistical Programs Management (SPM).

CCCS

Attachment 1 provides updates to Other Mail Category, Detached Address Labels (DALs), Foreign Origin (Inbound) International Mail Identification, and Mismatched or Missorted Mail.

RCCS

Attachment 2 provides updates to Other Mail Category, Detached Address Labels (DALs), Foreign Origin (Inbound) International Mail Identification, and Mismatched or Missorted Mail.

TRACS

Attachment 3 provides updates to the *USPS Mail Characteristic* screen, Test Criteria, Other Mail Category, and Foreign Origin (Inbound) International Mail Identification.

IOCS

Attachment 4 provides updates to MODS Operation Numbers, IOCS Question S30, and Paid/Unpaid Status.

ODIS-RPW

Attachment 5 provides an update to Information-Based Indicia (IBI) Examples, Missent Mail, and to the Forever Stamp Year Template.

SIRVO-IODIS

Attachment 6 provides updates to the *Label Class* screen and the U.S. Origin (Outbound) International Mail Identification Flowchart.

SPM

Attachment 7 provides updates to the Statistical Programs Training.

CITY CARRIER COST SYSTEM (CCCS)

The following policy and procedure changes are effective July 1, 2020.

Other Mail Category

There is an update to existing policy on how to record the "Other" option on the CODES software *Mail Classification* screen.

*In the CCCS Reference Guide, update the "Other" row in section 5, Domestic Mail Categories (changes highlighted in **bold**):*

Mail/Subcategory	Description
Other	Other mail is recorded only when the mail category cannot be determined. If the item has no visible postage or endorsements, use the Unendorsed Mail Decision Table to determine the mail category.

Detached Address Labels (DALs)

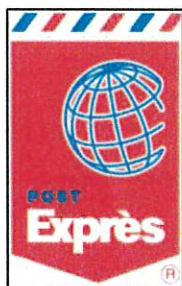
There is a clarification to existing policy to communicate that the DAL and the parent/host piece are entered into the CODES software as two separate entries.

In the CCCS Reference Guide, replace the Note in section 21, Detached Address Labels (DALs) with the following:

Note: Record the DAL and the parent/host piece as two separate entries in the CODES software.

Foreign Origin (Inbound) International Mail Identification

Post Exprès logos (globe and chevron design) may be printed with black and white ink or other colors.



In the CCCS Reference Guide, update the Exprès decision bubble in section 9, Foreign Origin (Inbound) International Mail Identification Flowchart:

Exprès

Is the mailpiece endorsed:

- a – Exprès; or
- b – With the Post Exprès logo (globe and chevron design)?

Misthrown or Missorted Mail

There is an update to the policy clarifying whether to include or exclude misthrown or missorted mail. For city carrier cost tests, exclude parcels that do not belong to the test route.

*In the Handbook F-55, update section 2-4.3, Mail Excluded from the Test (changes in **bold**):*

Exclude the following types of mail from the test:

- a. Easily isolatable vacation hold and business closed mail that is not going out for delivery on the test day.
- b. Mail distributed to the carrier route that is not going out for delivery on the test day.
- c. Priority Mail Express items, Priority Mail items, and late-arriving parcels when the carrier delivering the mail clocks to LDC 23.
- d. Any mail handed off from other routes or pivoted to the test route.
- e. Misthrown or missorted parcels that do not belong to the test route.**
- f. DPS mail if the Test Type in the CODES software is D00 or D02.

*In the CCCS Reference Guide, update the Misthrown or Missorted Mail row in section 1, Test Window (changes in **bold**)*

Mail Category	Include...	Exclude...
Misthrown or Missorted Mail	...all misthrown or missorted mail that another carrier hands off to the test route on the test day.	...misthrown or missorted parcels that do not belong to the test route.

RURAL CARRIER COST SYSTEM (RCCS)

The following policy and procedure changes are effective July 1, 2020.

Other Mail Category

There is an update to existing policy on how to record the "Other" option on the CODES software *Mail Classification* screen.

*In the RCCS Reference Guide, update the "Other" row in section 5, Domestic Mail Categories (changes highlighted in **bold**):*

Mail/Subcategory	Description
Other	Other mail is recorded only when the mail category cannot be determined. If the item has no visible postage or endorsements, use the Unendorsed Mail Decision Table to determine the mail category.

Detached Address Labels (DALs)

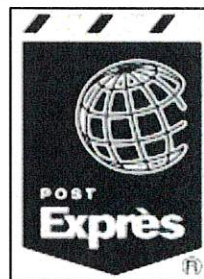
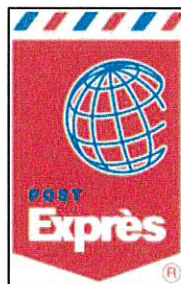
There is a clarification to existing policy to communicate that the DAL and the parent/host piece are entered into the CODES software as two separate entries.

In the RCCS Reference Guide, replace the Note in section 16, Detached Address Labels (DALs)/Cards

Note: Record the DAL and the parent/host piece as two separate entries in the CODES software.

Foreign Origin (Inbound) International Mail Identification

Post Exprès logos (globe and chevron design) may be printed with black and white ink or other colors.



In the CCCS Reference Guide, update the Exprès decision bubble in section 9, Foreign Origin (Inbound) International Mail Identification Flowchart:

Exprès

Is the mailpiece endorsed:

a – Exprès; or

b – With the Post Exprès logo (globe and chevron design)?

Misthrown or Missorted Mail

There is an update to the policy clarifying whether to include or exclude misthrown or missorted mail. For rural carrier cost tests, include misthrown or missorted mail that does not belong to the test route.

*In the Handbook F-55, update section 3-4.2, Mail Included in the Test (changes in **bold**):*

Include all test route mail going out for delivery during the test window, including the following types of mail:

- a. Mail that the carrier made previous attempts to deliver.
- b. P.M. mail that goes out for delivery on the test day (by the same carrier or another carrier).
Note: If afternoon sampling is not possible, then obtain from Operations at the station the Scanner ID that was used for mail delivery and the missed volume. Enter the information from the Scanner ID into the CODES software comment field and notify the MFPC, who must submit the information in the Anomaly Log.
- c. Any mail that is not brought to the case but that goes out for delivery on the test day, including parcels and DPS, drop shipped, accountable, postage-due, and hot case mail.
- d. Any mail for the test route that other carriers will deliver.
- e. Misthrown mail for this test route that other carriers bring to the case.
- f. **Misthrown or missorted mail that does not belong to the test route. Because both carriers are compensated for handling misthrown or missorted mail, it is included.**
- g. **Commingled pieces of vacation hold and business closed letters and flats. Because you are sampling mail from both the letter-shaped and flat-shaped mailstreams before it is cased, the sample includes commingled pieces of vacation hold or business closed letters and flats. You do not need to isolate or remove these mailpieces from the test.**

Office personnel must verify that each tray, tub, and carrier route bundle is for the selected route and is going out for delivery on the test day.

*In the RCCS Reference Guide, update the following chart in section 1, Test Window (changes in **bold**):*

Mail Category	Include...	Exclude...
Mail Redelivery	...all mail (i.e., Accountable Mail, Parcels) going out for redelivery on the test day.	
PM Parcels, Express Mail or Priority Mail ¹	...parcels and other mailpieces going out for delivery in the afternoon (by the same carrier or another carrier).	...Express Mail, Priority Mail and late-arriving parcels when the carrier delivering the mail clocks to LDC 23. (This mail volume is captured during SPR tests.)
Enhanced Carrier Route Saturation Mail	...saturation mailings going out for delivery.	...saturation mailings distributed to the test route when delivery is deferred to another day.
Vacation Holds	...vacation holds that were previously held and are going out for delivery.	...easily isolatable mail held for a customer for delivery on another day.
Business Closed	...mail that was previously held for a business going out for delivery on the test day.	...easily isolatable mail held for a business for delivery on another day.

Mail Category	Include...	Exclude...
Misthrown or Missorted Mail²	...all misthrown or missorted mail that another carrier hands off to the test route on the test day, or that the test route hands off to another carrier on the test day.	
Mail Not Staged at the Carrier's Case³	...all mail not staged at the carrier's case going out for delivery on the test day.	

¹ If afternoon sampling is not possible, then obtain the Scanner ID used for mail delivery and the missed volume. Enter this information in the CODES software comment field and notify the MFPC who must submit the information to the Anomaly Log.

² If it is not possible to gather the deviation information for a misthrown or missorted parcel for another route, enter the mailpiece as a regular (non-deviation) parcel.

³ The carrier may pick up Parcels, DPS Mail, Accountable Mail, Postage Due Mail, and Hot Case Mail on the way to the street.

In the RCCS Reference Guide, remove the first bullet from the Parcel or Deviation Parcel row in section 13, Determining Mail Shape:

Option/Name	Description
Parcel or Deviation Parcel	Any mailpiece not categorized as a Direct Bundle/Container, DPS Letter/Card, Other Letter/Card, FSS Flat, or Other Flat. If the mailpiece (parcel) fits in the customer's mail receptacle, along with flats and letters, then classify the mailpiece as a parcel. Otherwise, the mailpiece (parcel) is a deviation parcel.
Special Situations	<ul style="list-style-type: none"> a. If the carrier takes a tub of mail to a customer, and a large parcel is in that tub of mail, the large parcel is a parcel because there was no deviation from the carrier's usual routine to deliver the parcel. b. If the carrier takes a parcel along with other mail to a customer (as in a business), the parcel is classified as a parcel, because there was no deviation from the carrier's usual routine to deliver the parcel. c. If the carrier is on a curb line route and the carrier must leave his or her vehicle in order to deliver the parcel, the parcel is classified as a deviation parcel. d. In an apartment building, if a carrier must take the parcel to a parcel room, rental office or to the apartment, the parcel is a deviation parcel because the carrier had to move from the customer's mail receptacle. e. If the carrier leaves the parcel at the door, the parcel is a deviation parcel. The parcel did not fit in the customer's mail receptacle. f. If the carrier has to put the parcel in the parcel locker of an NDCBU, the parcel is a deviation parcel, because the parcel did not fit in the customer's mail receptacle. g. Hardship Stop – Since a carrier normally takes mail to a hardship stop, any parcel delivered to the door of a hardship stop is a parcel, not a deviation parcel.

TRANSPORTATION COST SYSTEMS (TRACS)

The following policy and procedure changes are effective July 1, 2020.

USPS Mail Characteristic Screen

There is an update to the *USPS Mail Characteristic* screen in both the CODES TRACS Air and Surface software to expand the USPS Mail Characteristic options as follows (*changes highlighted in bold*):

- 1- USPS Express Mail with Account No. Starting with 40, 41, 42, or 43
- 2- Premium Forwarding Service (Incl. G-400 Permit No.)
- 3- **Domestic Return Receipt: PS Form 3811**
- 4- **Stamps by Mail: PS Forms 3227-A, 3227-B, or 3227-R**
- 5- G-10 Permit No.
- 6- Other (specify in comment)

Below are examples:

Old Screen:

USPS Mail Characteristic

Select the first applicable characteristic/markings that identifies this mailpiece(s) as USPS mail.

- 1 - USPS Express Mail with Account No. starting with 40, 41, 42, or 43
- 2 - Premium Forwarding Service (Incl. G-400 Permit No.)
- 3 - G-10 Permit No.
- 4 - Other (specify in comment)

New Screen:

USPS Mail Characteristic

Select the first applicable characteristic/markings that identifies this mailpiece(s) as USPS mail.

- 1 - USPS Express Mail with Account No. starting with 40, 41, 42, or 43
- 2 - Premium Forwarding Service (Incl. G-400 Permit No.)
- 3 - Domestic Return Receipt: PS Form 3811
- 4 - Stamps by Mail: PS Forms 3227-A, 3227-B, or 3227-R
- 5 - G-10 Permit No.
- 6 - Other (specify in comment)

TRACS AIR

Test Criteria

In the TRACS Air Reference Guide, update the "Commercial Air" row in section 1, Test Criteria Table to include the D& R Tag Airline Code Identifiers "A1" and "AS" (changes highlighted in **bold**):

Commercial Air	CAIR	Commercial Air	A1 , AA, AS , B6, CO, DL, LA, NW, SY, TZ, UA, US, or YX	Any time
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Other Mail Category

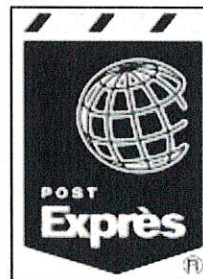
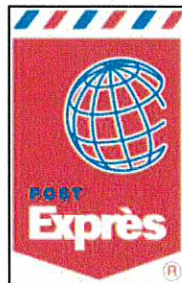
Since recording "Other" is not an option on the CODES software Mail Category screen, there is an update to the description of "Other" in the Reference Guide.

In the TRACS Surface Reference Guide, update the "Other" row in section 9, Domestic Mail Categories (changes highlighted in **bold**):

Mail/Subcategory	Description
Other	For mail with no visible postage and no endorsements, use the Unendorsed Mail Decision Table to determine the mail category.

Foreign Origin (Inbound) International Mail Identification

Post Exprès logos (globe and chevron design) may be printed with black and white ink or other colors.



In the TRACS Air Reference Guide, update the Exprès decision bubble in section 11, Foreign Origin (Inbound) International Mail Identification Flowchart:

Exprès

Is the mailpiece endorsed:

a – Exprès; or

b – With the globe shield emblem?

TRACS Surface

Other Mail Category

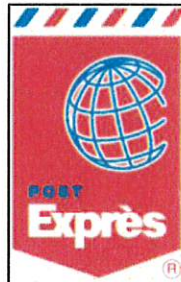
Since recording "Other" is not an option on the CODES software *Mail Category* screen, there is an update to the description of "Other" in the Reference Guide.

*In the TRACS Surface Reference Guide, update the "Other" row in section 9, Domestic Mail Categories (changes highlighted in **bold**):*

Mail/Subcategory	Description
Other	For mail with no visible postage and no endorsements, use the Unendorsed Mail Decision Table to determine the mail category.

Foreign Origin (Inbound) International Mail Identification

Post Expres logos (globe and chevron design) may be printed with black and white ink or other colors.



In the TRACS Surface Reference Guide, update the Expres decision bubble in section 15, Foreign Origin (Inbound) International Mail Identification Flowchart:

Expres

Is the mailpiece endorsed:

a – Expres; **or**

b – With the globe shield emblem?

**IN-OFFICE COST SYSTEM
(IOCS)**

The following policy and procedure changes are effective July 1, 2020.

MODS Operation Numbers

There is an update to the carrier MODS Operation Numbers used in question Q16A1 removing operation numbers 715, 716, removing the word "or", and adding operation number 746.

*In the IOCS Reference Guide, update the table in Section 5-1, Clocked to Office or Street Operation (Q16A1) (changes highlighted in **bold**):*

Clocked to:	Operation Numbers
Office	714, 718, 720, 722, 724, 726, 728, 730, 732, 734, 736, 738, 740
Street	713, 717, 719, 721, 723, 725, 727, 729, 731, 733, 735, 737, 739, 746

There is an update to the list of MODS Operation Numbers used in questions Q15C2a and Q18A3a.

IOCS Question S30

In the CODES IOCS software, there is a wording change to the S30 screen question to match the previous similar wording change to the S20 screen question (*changes highlighted in **bold***):

From: Scan any barcodes that were not scanned earlier. Barcodes that should be available are highlighted in red.

To: **For any barcodes that were not scanned earlier, select and scan each of the barcode types found on the mail and mail containers that the employee is handling. Barcodes that should be available are highlighted in red.**

Paid/Unpaid Status

In order to improve policy clarity, we revised certain items under Paid/Unpaid Status.

*In the Handbook F-45, replace the Note in Section 3-6.4.11.2, Clocked to Lunch as follows (changes highlighted in **bold**):*

2. *Clocked to Lunch:* Choose this option if, at the time of the reading, the sample employee is clocked on a scheduled lunch break. If, at the time of the reading, the employee is a nonexempt craft employee working while clocked out to lunch, choose this option.

Note: Do not wait to take a reading until after the employee has begun lunch, even though that would be within the 30-minute window. For example, if a reading is scheduled on an employee for 11:45 am and the employee's scheduled lunch time begins at 12:00, make every effort to locate the employee before 12:00.

*In the Handbook F-45, revise Exception 1 in Section 3-6.4.11.13, Transferred (changes highlighted in **bold**):*

13. *Transferred:* Choose this option if, on the reading day, the sample employee has a permanent assignment to another facility under another finance number.

Exception 1: If an employee's finance number does change **but the employee is continuing to perform exactly the same job assignments as before, complete the reading as scheduled.**

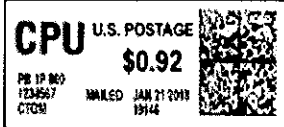


REVENUE, VOLUME AND PERFORMANCE MEASUREMENT SYSTEMS (ODIS-RPW)

The following policy and procedure changes are effective July 1, 2020.

CPU Labels

There is an update to the reference guide to include the new CPU labels.

In the ODIS-RPW Reference Guide, update section 12, Information-Based Indicia (IBI) Examples, as follows (changes highlighted in bold):

Information-Based Indicia (IBI)	Examples
CPU (Contract Postal Unit)	
	
	

Missent Mail

A new service allows large firms/callers to redirect their remittance mail to another location for a fee. With this new service, some box section and caller/firm mail will be redirected at origin without a forwarding label or forwarding markings. Since these pieces will not have a forwarding label or markings, they will appear as missent to the data collector. To ensure the mail is captured, all box section and caller/firm mail must be recorded by the data collector. Do not record this mail as missent.

*In the Handbook F-75, update section 3-7.2.6, Containers of Missent Mail — Isolate But Do Not Test, as follows (changes highlighted in **bold**):*

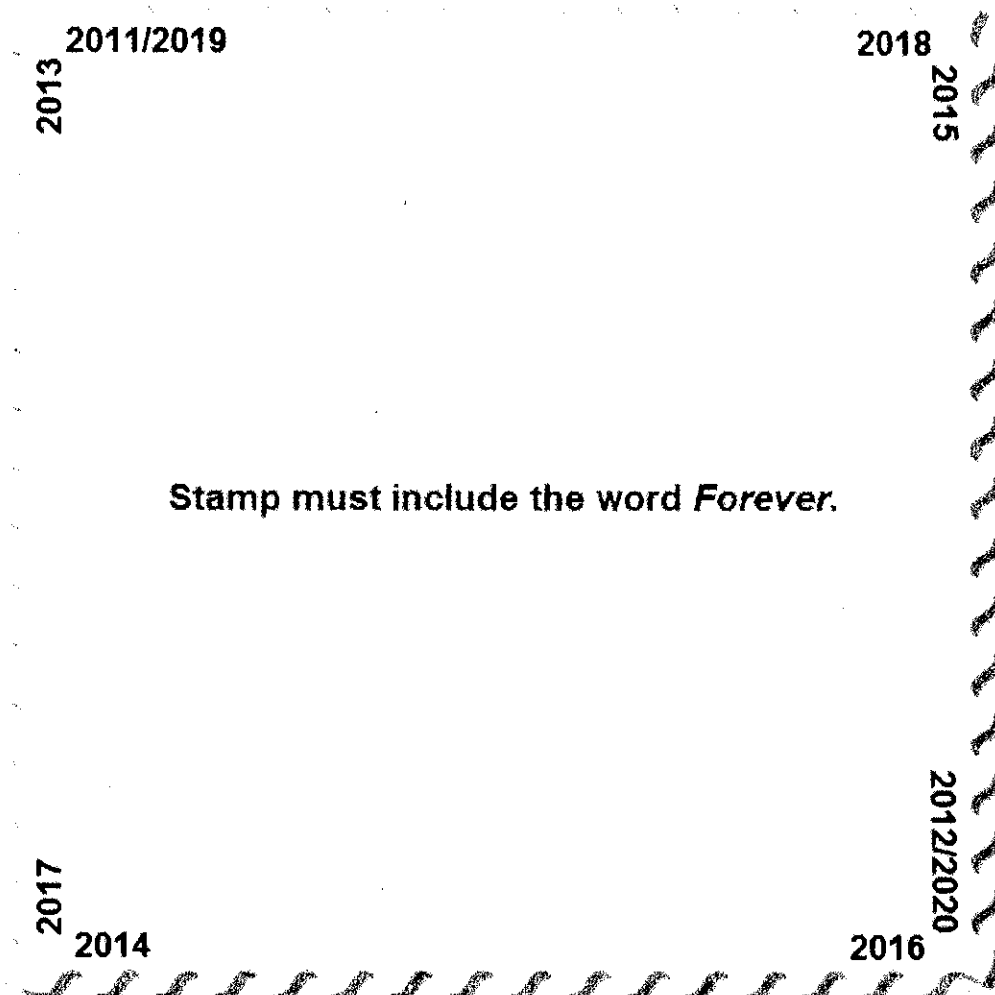
Missent mail is test-day incoming mail that has entered the facility incorrectly. Isolate these containers and do not include them in the test.

Example: An APC of letter trays or flats trays destined to Facility B erroneously arrive at Facility A (where the test is being held). If the mailpieces in these containers are tested at Facility A, they have a chance to be tested also at Facility B, which would result in double-counting. Isolate the missent containers and exclude them from testing at Facility A.

Note: Some box section and caller/firm mail may be redirected at origin without a forwarding label or markings. To ensure this mail is captured, all box section and caller/firm mail must be recorded. Do not record this mail as missent.

Forever Stamp Year Template

In the ODIS-RPW Reference Guide, there is an update to RG 14 Forever Stamp Year Template to include 2020:



- 2011 – TOP LEFT Horizontally
- 2012/2020 – BOTTOM RIGHT Vertically
- 2013 – TOP LEFT Vertically
- 2014 – BOTTOM LEFT Horizontally
- 2015 – TOP RIGHT Vertically
- 2016 – BOTTOM RIGHT Horizontally
- 2017 – BOTTOM LEFT Vertically
- 2018 – TOP RIGHT Horizontally
- 2019 – TOP LEFT Horizontally

**SYSTEM FOR INTERNATIONAL REVENUE AND VOLUME,
OUTBOUND—INTERNATIONAL ORIGIN-DESTINATION INFORMATION SYSTEM
(SIRVO-IODIS)**

The following policy and procedure changes are effective July 1, 2020.

We made the following changes to the *Label Class* screen:

- Renamed Option B – UB (Letter-post – Commercial Tracked – Canada Only)
- Renamed Option X – UX (Letter-post – Tracked/Expres)
- NEW Option 6 – CX (Parcels – Reserved for Multilateral Usage)
- NEW Option 7 – CY (Parcels –Reserved for Multilateral Usage)
- NEW Option Y – UY (Letter-post – Reserved for Multilateral Usage)

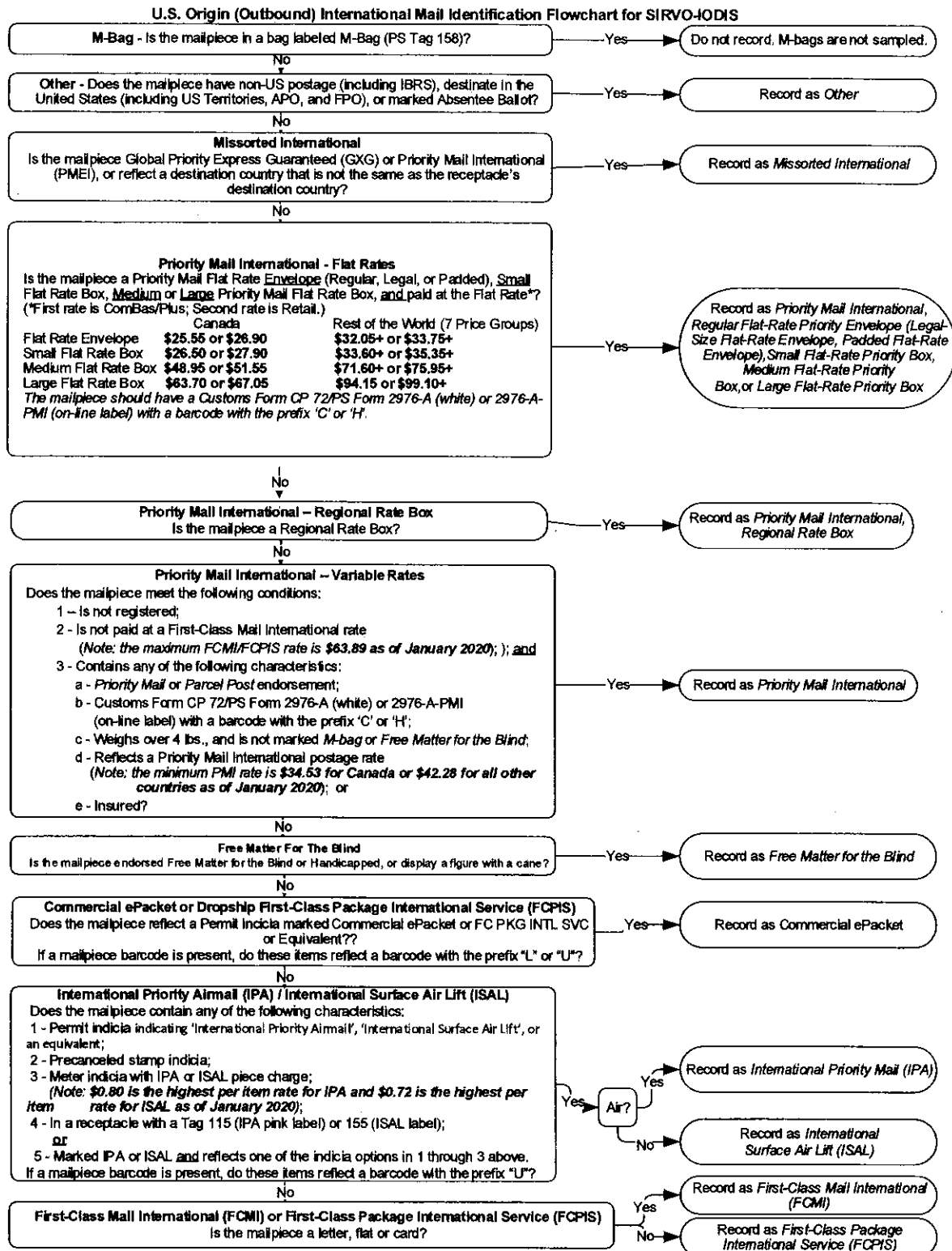
Old Screen:

Label Class
1 - UA (Letter-post - AO)
2 - UL (Letter-post - LC)
3 - UN (Letter-post - LC/AO)
4 - CN (Parcels - Ordinary)
5 - CC (Parcels - eCOMPRO)
B - UB (Letter-post - Commercial Expres - Canada Only)
X - UX (Letter-post)
Z - UZ (Letter-post - IPA - Canada Only)
0 - Other

New Screen:

Label Class
1 - UA (Letter-post - AO)
2 - UL (Letter-post - LC)
3 - UN (Letter-post - LC/AO)
4 - CN (Parcels - Ordinary)
5 - CC (Parcels - eCOMPRO)
6 - CX (Parcels - Reserved for Multilateral Usage)
7 - CY (Parcels - Reserved for Multilateral Usage)
B - UB (Letter-post - Commercial Tracked - Canada Only)
X - UX (Letter-post - Tracked/Express)
Y - UY (Letter-post - Reserved for Multilateral Usage)
Z - UZ (Letter-post - IPA - Canada Only)
0 - Other

In the SIRVO-IODIS Reference Guide, update section RM-11 U.S. Origin (Outbound) International Mail Identification Flowchart to apply the January 2020 rates as follows (changes highlighted in **bold**):



*Note: Postage on Priority Mail International pieces marked Commercial Base Pricing, or Commercial Plus Pricing receive discounts off retail. Where two rates are shown above, the lower rate is the Commercial Base and Plus rate.

May 2020

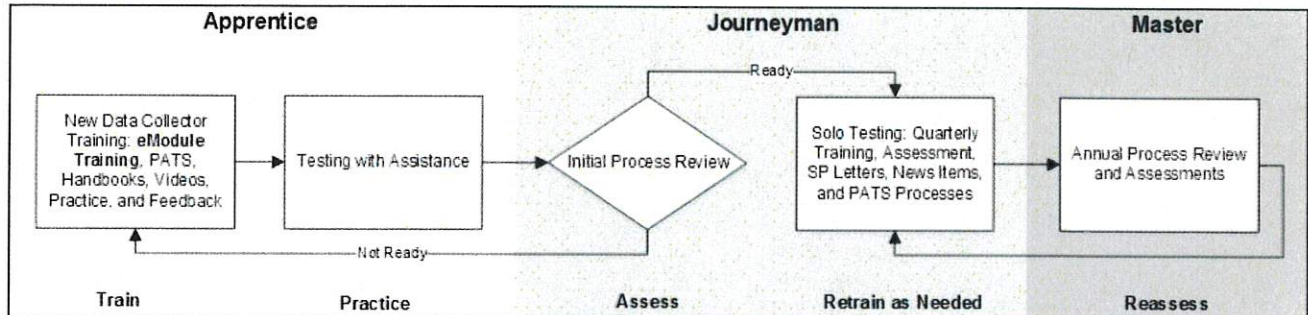
STATISTICAL PROGRAMS MANAGEMENT (SPM)

The following policy and procedure changes are effective July 1, 2020.

Statistical Programs Training

In the Handbook F-95, replace WebEx (video conferencing) with Zoom (video conferencing).

*In the Handbook F-95, update the Data Collector Development Exhibit 6-1, adding eModule Training before PATS (change highlighted in **bold**):*



*In the Handbook F-95, update 6-3.1 Overview (changes highlighted in **bold**):*

Training all new data collectors is vital to the success of accurate data collection in Statistical Programs. Standardized training provides a solid foundation of skills and knowledge to ensure that all data collectors gather data properly and without bias.

The following sections offer detailed information on **eModule training**, PATS training, remote training, and training for new data collectors.

In the Handbook F-95, add new section 6-3.2 eModule Training (renumber subsequent sections):

6-3.2 eModule Training

eModules are self-paced, self-taught courses. All 14 Initial Training eModules must be completed prior to program specific training (e.g., ODIS-RPW, IOCS, CCCS, etc.). These courses are available on the Data Collector eModules Web site at <https://blue.usps.gov/finance/pricing/statistical-programs/training-employee-development/dct-training.htm>.

eModules associated with specific statistical programs must be taken prior to the required PATS processes.

When a data collector completes an eModule, they must enter their ACE User Name and password. The completed training is automatically documented in the Statistical Programs Training Documentation System.

*In the Handbook F-95, renumber existing 6-3.2 PATS Training to 6-3.3 PATS Training (changes highlighted in **bold**):*

6-3.3 PATS Training

The Process Activated Training System (PATS) is a training tool in the Statistical Programs national standardized training program for data collectors. PATS is structured, on-the-job training, in which a subject matter expert (SME) teaches the data collector — the Process Activated Learner (PAL) — using a standardized lesson plan.

*In the Handbook F-95, update 6-3.5 Training Program for New Data Collectors (changes highlighted in **bold**):*

Course guides that outline the training program for new data collectors are available in the PATS section of the Statistical Programs Web site at: <https://blue.usps.gov/finance/pricing/statistical-programs/training-employee-development/pats.htm>.

These course guides provide a curriculum for training new data collectors in a specific statistical program. Typically, the curriculum includes test observation, **eModules**, PATS processes, handbook readings, videos, assessments, and extensive opportunities for practice and feedback. However, the MFPC may adjust the training content to fit the requirements for each office. The MFPC, for example, may exempt a data collector who will not conduct any tests using container subsampling from learning those related PATS processes. The course guides also identify those PATS processes eligible for remote teaching.

*In the Handbook F-95, replace HERO Learning Portal with Statistical Programs Training Documentation System and provided clarity in the third paragraph of 6-4.4 Quarterly Assessments (changes highlighted in **bold**):*

If a data collector misses two or more questions in one category on the quarterly assessment, the MFPC must provide remedial training **using** all related **training** material for that category. The MFPC must provide this remedial training within 3 months of receiving the assessment scores and must **verify** the training **is recorded** in the **Statistical Programs Training Documentation System**.

Training Documentation

*In the Handbook F-95, replace HERO Learning Portal with Statistical Programs Training Documentation System in section 6-5.1 Overview (changes highlighted in **bold**):*

The MFPC must maintain records of Statistical Programs training for each employee who participates in Statistical Programs data collection activities until the employee retires or transfers out of the unit. This training includes PATS training, quarterly training, testing with assistance, and any other adhoc training. The MFPC must enter PATS training and quarterly training records into the **Statistical Programs Training Documentation System**. The MFPC must also use PS Form 2432, *Individual Training Progress Report*, to document and maintain records of testing with assistance and any other ad hoc training. A copy of PS Form 2432 is available at <http://blue.usps.gov/formmgmt/forms/ps2432.pdf>.

Required Records

*In the Handbook F-95, replace HERO Learning Portal with Statistical Programs Training Documentation System in section 6-5.4, Required Records (changes highlighted in **bold**):*

The MFPC must maintain a current and complete record of training for each employee who participates in Statistical Programs data collection activities. In addition to training entered into the **Statistical Programs Training Documentation System**, the MFPC or SSP must complete PS Form 2432, *Individual Training Progress Report*, for each employee who completes training outside the training documented in the **Statistical Programs Training Documentation System**. PS Form 2432 maintains a record of completed training for each employee who participates in Statistical Programs data collection activities. A copy of PS Form 2432 is available at <http://blue.usps.gov/formmgmt/forms/ps2432.pdf>.

The MFPC must also retain quarterly training sign-in sheets for the current year and the previous year.