

**Standard Training Program
For Newly Assigned
City Letter Carriers**

On-The-Job Instructor's Guide

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Human Resources
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Preface

During the past few years a recognized need for more extensive letter carrier training has led to the development of mock training sites at both District levels. The perceived success of these programs led to the formation of a national field task force representing both craft and management.

All areas, the NALC, the NRLCA, Corporate Training and Development, and Delivery Services were represented in the task force which evaluated the previous self-study national carrier training program and determined it inadequate for training today's letter carrier.

They recommended an instructor-based course utilizing a mock casing/delivery environment to provide new letter carriers an opportunity to practice the skills taught. In this manner retention of material is improved.

An easier transition to the live environment is expected since the new carrier has a base of craft knowledge. On-the-job instruction will take the form of coaching, directed practice of obtained skills, and orientation to particular local directions and procedures.

The intent of the Standard Training Program For Newly Assigned City Letter Carriers is to take newly hired individuals with little or no postal experience and teach them the basic duties necessary to become a functional letter carrier.

On-The-Job Instructor Information

Day One

Introduce yourself to the new carrier trainee. Explain to the new carrier that you are to reinforce the training they have already received by helping them perform the actual job duties.

Have the trainee watch you perform a full day's carrier duties. As you perform each task, explain to the new carrier what you are doing.

Ask questions during your explanations to obtain feedback on whether the trainee understands what you are saying.

Try to help the new carrier relax. Encourage questions from the trainee concerning those topics they do not fully understand.

Day Two

Begin to phase the trainee into actually performing the work functions.

Try to meet the new carrier at the time clock and observe and correct his/her clock-in procedures rings as necessary.

Take the trainee to your carrier case. Coach the trainee as you let him/her begin casing the letter mail. While the trainee cases letter mail, you should case the flat mail. When you have cased 75% of the flat mail, reverse roles. Let the trainee case flats while you finish casing the letter mail.

Allow the trainee to sign for the accountable articles while you observe.

Demonstrate DPS methods. Check for change of address mail while the flats are sequenced on the ledge. Pull down the first two shelves. Have the trainee pull down the balance of the route.

Have the trainee clock out to street time and load the vehicle with your assistance and guidance.

After arriving on the route, deliver the carry out mail while the trainee is observing.

Let the trainee deliver the next relay while you observe and correct as necessary.

Observe the trainee while they deliver as much mail as practical. If time becomes a factor, assist with delivering the mail.

Observe and help the trainee with all returning office duties.

Day Three

On this day it is recommended that an hour auxiliary assistance be given to this route to allow the instructor time to assist and guide the trainee while the trainee performs all the tasks of the job.

Complete the attached check list during the three days of instruction and keep it with the new carriers Form 2548, Individual Training Record.

ON-THE-JOB INSTRUCTOR'S CHECK LIST

TRAINEE'S NAME _____

TRAINER'S NAME _____

STATION _____

PAY LOCATION _____

DATE _____

TRAINER WILL INITIAL AS HAVING PROVIDED THIS INSTRUCTION.
THE TRAINEE WILL INITIAL AS HAVING RECEIVED THIS
INSTRUCTION. ATTACH TO FORM 2548 AFTER COMPLETING.

IN THE OFFICE

Trainer's
Initials

Trainee's
Initials

USING THE TRANSACTER/TIME CARD TO

Begin tour

Move to route/move to street

Move to office from street

End tour

CHECKING SCHEDULES

Where to find schedule

When to check schedule

IDENTIFYING CLASSES OF MAIL

First-Class

second-class

standard class

fourth-class

Express Mail

CASING LETTER SIZE MAIL

Studying the case

Placing into separations properly

Holding mail in left hand (at least two inches) while casing
with right hand

_____ _____ CASING FLATS

Studying the case
Holding at least six inches of flats while casing

_____ _____ IDENTIFYING/HANDLING, DPS MAIL, SEQUENCED MAIL,
MARRIAGE MAIL

DPS Mail
Sequenced mail
Marriage mail
Detached address label mail

_____ _____ RECORDING CHANGE OF ADDRESS (COA)

How to fill out Form 3982, Changes of Address
How to endorse Form 3575-Z, Change of Address Order
Where to place when complete
Moved Left No Address

_____ _____ HANDLING MARKUPS

How to pull Form 3982
Why markups are pulled out of route before delivery
Classes of mail to be forwarded
How to bundle and mark top facing slip
Where designated place for markups is located

_____ _____ HANDLING OTHER UNDELIVERABLE MAIL

Explain proper endorsement and proper placement (in carrier or throwback case) of:
Attempted Not Known
No Such Number
Insufficient Address
Not Deliverable as Addressed, Unable to Forward
Unendorsed Bulk Business Mail
Refused, Vacant, No Mail Receptacle
Unclaimed, Deceased
Missorts

_____ _____ RECEIPTING FOR ACCOUNTABLE ITEMS

Postage Due
Customs Duty
Express Mail
Registered
Certified
Return Receipt For Merchandise

COD

Form 3849, Delivery Notice/Reminder/Receipt (how to fill out in office)

_____ _____
OBTAINING PARCELS

Where located
How to load and unload safely

_____ _____
ROUTING FLATS

According to sequence on letter case
Numerical sequence for apartments or cluster delivery

_____ _____
PULLING DOWN CASE

Order flats and letters are pulled down
Proper handling, bundling, strapping out
Use of trays or relays

_____ _____
LOADING THE CARRIER SACHEL

Placing the mail in satchel
Loading the first relay in office
Carrying 35 lbs.

_____ _____
UNDERSTANDING THE ROUTE BOOK

Form 1564-A, Delivery Instructions
Route Map
Authorized lunch and break locations
Line of travel
Collection box times and locations

_____ _____
HOT CASE

Location of hot case
When to pull hot case

ON THE STREET

_____ _____
RECORDING VEHICLE TIME

Filling out Form 4570, Vehicle Time Record
Locating Form 4570

_____ _____
LOCATING VEHICLE KEYS

Where keys are located

_____ _____
LOADING THE CARRIER VEHICLE

How mail and parcels are arranged
Where to take empty equipment after loading

_____	_____	USING APPROVED PARK POINTS Where park points are located
_____	_____	USING RELAY POINTS (foot route) Where storage boxes are located
_____	_____	LOCKING VEHICLE (motorized route) When to lock vehicle How to protect mail
_____	_____	VEHICLE MAINTENANCE Schedule and location for refueling Form 4565, <u>Vehicle Repair Tag</u>
_____	_____	FINGERING MAIL How to finger mail properly while walking safely, observing hazards How to catch mistakes from miscasing
_____	_____	ACTING SAFELY ON THE STREET When is it unsafe to finger mail Hazardous conditions How to avoid bad dogs or other animals Lawn hazards Slippery porches and steps
_____	_____	DELIVERING MAIL Proper pace Mail ready when receptacle is reached Opening one arrow lock at a time at apartment and cluster boxes Keeping within time schedule Delivering mail to correct address Protecting the mail
_____	_____	IDENTIFYING AND EXPLAINING THE DIFFERENCES BETWEEN SPECIAL SERVICE MAIL Postage Due Customs Duty COD Insured, Registered, Certified Return Receipt Restricted Delivery Return Receipt for Merchandise

Express Mail

Leaving notice, Form 3849

DELIVERING SPECIAL SERVICE MAIL

How to fill out forms

What money to collect

When and where signature is needed.

DELIVERING CHECKS AND BONDS

Delivery to correct address in a safe location

DELIVERING PARCELS

Delivery methods from park points

Leaving notice, Form 3849, for parcels

HANDLING CUSTOMER CONFRONTATIONS

Answer inquiries

Be courteous

Direct to unit manager

COLLECTING MAIL

On the route

From a collection box

Culling collection mail

HANDLING AN ARTICLE FOUND LOOSE IN THE MAILS

What to do when found

Proper procedure when customer drops article in mailbox
and wants it returned

RETURN TO OFFICE

PARKING VEHICLE (motorized route)

Proper location

Secure vehicle (clean, gearshift in park, parking brake set,
and doors and windows locked)

RECORDING VEHICLE TIME

Record time, mileage, etc.

REPLACING KEYS

Proper placement of keys and vehicle time record

HANDLING OF COLLECTED MAIL

How and where collected mail is handled and placed

_____ _____ HANDLING OF RETURNING EQUIPMENT

Trays

Sacks

_____ _____ CLEARING ACCOUNTABLE ITEMS

Where finance window is located

How to check in accountable articles, postage due and keys

_____ _____ RETURNING PARCELS

Left Notice parcels Endorsement and placement of
undeliverable parcels

COMMENTS _____
