Classroom instructors expected to facilitate the SSA Training Course on the POS ONE System must have successfully completed the POS ONE Front Office course in addition to the IBM or NCR SSA Train the Train, Course #16501-01. These courses can be obtained from the POS ONE District Training Coordinator.

Within six months of selection, classroom instructors must attend and/or observe at one classroom session of the sales and services associate training program. This will help update their technical skills, as well as address any issues concerning elements of the course.

Every two years, classroom instructors will be required to successfully complete an FIW/SOJT refresher training class.

Course Description

Classroom Training

The sales and services associate classroom training provides training on those elements common to all sales and services associates, such as interpersonal skills, customer relations, selling techniques, postal products and services, as well as financial procedures and responsibilities. Modules are presented in the retail academy that consists of a classroom environment and a mock lobby with simulated workstations. Instructional methodologies include demonstration, simulation, role-play, hands-on practice, video, presentation, and reading.

The mock lobby should simulate the job environment. The equipment (i.e. IRT, PVI, POS ONE, etc.) and materials (i.e. stamp stock and credits, currency, etc.) utilized on-the-job should be available for training in the retail academy. The purpose of the mock lobby is to familiarize future associates with the actual work environment and to replicate, as closely as possible, the training activities and behaviors that are necessary for sales and services associates to successfully perform their duties. Local offices will determine the location and type of simulation they will use. For example, field offices have renovated stations for mock academies, used stations/branches to create classrooms with mock lobbies, or designed various modified simulated environments.

Class Duration

The classroom portion of the Sales and Services Associate Training program may take up to five days.

Class Size

The recommended class size includes a minimum of four and a maximum of 21 students. At a minimum, having four future associates allows for classroom interaction, group exercises, participation in role-play, hands-on demonstrations, and future associates/classroom Instructor discussions. The manager, training, will determine the number of future Associates for each class based on the ratio of Classroom Instructors to future Associates and available space and equipment (i.e., number of IRT/POS ONE terminals available for training in the mock lobby). *The recommended classroom ratio is 6 to 1 (6 future associates to 1 classroom instructor.* In situations where classes are combined with IRTs and POS ONE participants, two instructors may have to be used even when the class size is 6 or fewer. If an office only has one future associate for training, local officials will determine the need to conduct the training. Managers and supervisors must make every effort to prohibit employees from working in the retail environment without completing the training. Not to do so compromises Postal Service retail professionalism, customer relations, service commitments, and accountable funds.

Presentation

The USPS provides COD or "Collect On Delivery" mail service for customers who wish to mail articles for which they have not been paid. The addressee pays the amount the mailer indicates as due, when the article is delivered.

Types of COD Mail Service.

There are 3 types of COD Mail Service:

- Only merchandise cost returned to the sender.
- Only postage and fees returned to the sender.
- Only merchandise cost and postage and fees returned to the sender.

COD Mail is available with the following classes of mail:

- Express Mail
- First Class/Priority Mail
- Package Services

The addressee/recipient has the option of remitting the amount due the sender either by cash or by check. If payment is made by check, the check is made payable to the mailer and the USPS forwards the check to the mailer. If payment is made by cash, a postal money order is sent to the mailer. COD funds should be sent to the mailer the following business day. Checks payable to "Postmaster" are not accepted.

The fees for COD service include insurance against:

- Loss
- Damage to the article

The fees for COD service include LIMITED insurance against:

- Failure to receive a postal money order if payment has been made by cash.
- The recipients check if payment has been made by check.

COD is a service for domestic mail only. The regular mail fees apply plus the collection charge specified for COD.

Requirements for COD Mail Service. When selling or accepting COD items you must ensure that the:

- Mail has the complete names and addresses of the sender and addressee.
- Amount to be collected from the addressee must not exceed $1000.00. **Do not accept CODs marked for cash only.**
- Amount to be collected or the amount of insurance coverage desired, whichever is higher, determines the COD fee.
- Sender guarantees to pay any return postage, unless otherwise specified.
- Goods shipped must have been ordered by the addressee.

Presentation

Features and Benefits

This service is provided as a convenience for customers who might wish to pick up their mail at the post office for security purposes or to make the mail available to them prior to being delivered by the carrier or at their own convenience during the hours the lobby is open.

Customers may open these boxes by keys or combination locks. Keys to post office boxes are only available through the post office for a fee. This fee for one key is refundable when the box is surrendered. Broken keys are replaced without charge if the damaged key is returned. Locks and combinations are changed each time a box is closed.

A number is assigned to each box.

There are five different box sizes, however, all sizes may not be available at every facility. Customers rent a post office box of a certain size according to their needs.

Obtaining a Post Office Box

Procedures for obtaining Post Office Box Service. PS Form 1093 is used to obtain a post office box. Customers must complete all appropriate entries on the form and return it to any post office that provides window services to the public, even if it is not the post office where the customer wishes to acquire the box. If parents or guardians do not object in writing, minors may obtain Post Office Box Service.

Anyone who is to receive mail in the assigned box should have his/her name listed on the PS form 1093.

When you accept an application for post office box service, you must first perform your local verification procedures:

- If you know the applicant who is submitting PS Form 1093, then you can verify the form.

- If you do not know the person, then you must obtain two forms of valid identification, one being a photo ID, with PS Form 1093. Social security cards are not acceptable as identification. The applicant must present one of the following photo IDs:
  - Drivers license
  - Military, government, or an established corporate identification card
  - Passport

In addition to the Photo ID, the Applicant must show positive proof that they are the bonafide occupant. Current utility bill intheir name, lease, etc.

An application will be considered verified if there are not discrepancies between the information on PS Form 1093 and the identification presented.

The address shown on the PS Form 1093 must be verified within three workdays. The applicants must reside or conduct business at the address shown.

POS ONE is more efficient than your present system with its ability to add and upgrade system features. Because of built-in postal rules, POS ONE will help reduce or even eliminate human errors. The customers' options are displayed on a screen allowing them to make quick comparisons of price and value. The system prints out forms that previously were completed manually.

Network

The POS ONE tallies each transaction and builds a data file. When you close out, it automatically transfers the record through a series of cables to a central file at the post office via a local area network (lan). No more disks to worry about! The lan server at your post office hooks up to a nationwide database network called wan, for wide area network. From a central computer, the wan also sends out automatic software updates of rules, Zip codes, APO's, rates and embargoes. In the future you will be able to check for lost or stolen money orders, credit cards, and bad checks. The data generated during the course of each transaction is stored to help track inventory and to generate reports.

Components of the POS ONE system

Central Processing Unit (CPU) – it is the "brain" of the system where information is stored. The hard drive records and tracks your daily transactions, then transfers the information to the central controller terminal. Diskettes are no longer needed. The terminals should be kept powered on at all times to receive update information. Exception: The system can be turned off when performing a weekly orderly shutdown or when instructed by the Help Desk. Follow online procedures guide for shutdown procedures.

Sales and Services Associate Display Monitor – is the main way of communicating with the system. It is adjustable to each person's height and line of vision. Right in the middle of the lower monitor's edge is a half-dark and half-light circle. Slide your finger back under the monitor right there and turn the knob a little. You can adjust the height and angle, too. Reach all the way behind the monitor and loosen the knob to adjust, while using one hand to support the monitor screen. Now lift the monitor to the height you like and twist the knob to lock it in place. Next, you can adjust the angle of the screen. In the future it will be used to accept credit cards.

Number pad –Is part of the keypad on the Sales and Services Associate display monitor. The number pad provides a convenient way for you to enter numeric information (for example, zip codes) faster than is possible with the keyboard. Notice the two keys at the bottom of your keypad on the Sales and Services Associate display monitor. These are scroll keys. The right scroll key is used to access the edit mode.

Static keys – are located on the keypad. Static keys provide a gateway to the major functions that you routinely handle. Static keys remain constant from screen to screen and from function to function.

Sales and Services Associate
TrainingResource List

Equipment:

Overhead Projector
Screen
TV/VCR

Course Materials:

Facilitators Guide
Sales Associate Guide
Rate fold
Zone chart
Notice 3A template
Round date stamp
Self inking stampers
Assorted colored markers
Pens, pencils
Rip charts
Names tents
Tables and chairs
For training use stamp stiock
Play money
Postal envelopes and packaging products
Postal labels
Cloth measuring tape
Packaging tape

Overheads:

Exhibits in Facilitators Guide

Retail Equipment:

POS ONE NCR/IBM
IRT

TRANZ 380

Videos (suggested):

Module 1	Customer Perceptions
Module 5	Priority Mail
Module 6	Hazmat & Aviation Security
Module 7	Express Mail
Module 9	Selling Satisfaction
Module13	Registered Mail
Module14	Image & Bringing the Post Office to the People
Module 20	A Matter of Integrity
Module 21B	Delivery Confirmation
Module22	A Claim to better Service
Module 24	Handling Angry Customers or Cooling Off Hot Customers

Postal Reference Materials (if available):

Domestic Mail Manual
International Mail Manual
Postal Operations Manual
Administrative Support Manual
Financial Handbook
Postal Bulletin—current issues
Employee Labor manual
Retail Operations Handbook 208
Postal Handbook 220
Postal Publication 52
Postal Publication 348
Nation Agreement

✍ Note to Facilitator: Review General Mailability Requirements in the Appendix.

HAZMAT or hazardous materials may be found in the mailstream at any time. Hazardous materials are substances or materials containing a chemical or infectious biological substance in a quantity and/or form that may pose an unreasonable risk to health, safety, or property when transported in commerce, and which pose a risk to the safety and health of USPS employees if not handled properly. Sales and Services Associates need to be able to recognize and know what constitutes HAZMAT, how to identify HAZMAT and how to safely handle HAZMAT.

✍ Note to FacilitatorShow HAZMAT video.

What constitutes HAZMAT:

The USPS does not accept regulated quantities of hazardous materials and dangerous goods which require the display of Department of Transportation (DOT) Hazardous Material Warning Labels, with certain exceptions. See DMM Section C020-024 and Publication 52 for examples.

Types of HAZMAT include:

- Flammable materials (can be in the form of a liquid, solid or gas)

- Corrosive materials (corrosive will cause burns, irritate eyes and nose and lungs)

- Reactive materials (when a material undergoes a chemical reaction, it is said to be reactive i.e. Heat generation, fire, explosion, toxic gas/vapor production)

- Toxic materials (these have an adverse effect on the body such as allergic reactions, cancer, etc.)

- Biological materials (these include body fluids such as blood, urine, poisonous insects and plants and harmful microorganisms.

- Radioactive materials (such as found in smoke detectors and various microwave ovens.

✍ Note to Facilitator: Hand out Notice 107.

Other clues are: a liquid, sloshing sound; the sound of broken glass or plastic; a stain or unusual odor; and address information that can be associated with hazardous materials, such as a chemical company, laboratory, or medical facility.

If a package believed to contain a nonmailable hazardous material is discovered in the mailstream, it should be held from dispatch and delivery. Do not open it, but instead report it to your supervisor. Package should be isolated. Suspected nonmailable HAZMAT must be reported to the Inspection Service immediately, in accordance with section 139.117 of the Postal Operations Manual.

If a leaking package or damaged HAZMAT article is discovered, treat the situation as a potential emergency and follow the procedures in Part VII of Handbook EL-812, Hazardous Materials and Spill Response and your facitiy spill and leak plan.

Handle all mailpieces declared as containing HAZMAT, or suspected of containing HAZMAT, very carefully. Never throw, drop, or slide them. Don't stack or commingle HAZMAT under other mail that could crush containers, or cause it to be overlooked during unloading or transfer. Load HAZMAT carefully into reliable equipment for transport, being careful not to balance it above the equipment sides, where it might fall. These instruction are explained in more detail in the Henderson Policy Memorandum, OS-04-21-98.

If you're ever in doubt about how to handle HAZMAT, ask your supervisor for instructions. Don't take chances that could risk the health and safety of yourself, your co-workers, or your customers.

Any questions or comments?

SALES AND SERVICES ASSOCIATES

CBT EXAM 421

STATUS REPORT

17 MARCH 2003
to
30 JUNE 2003