Standard Training Program
For Newly Assigned
City Letter Carriers

On-The-Job Instructor’s Guide
TD-007-2B
Course 44502-00
October 1997
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.
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

<table>
<thead>
<tr>
<th>Trainee’s Name</th>
<th>Trainer’s Name</th>
<th>Station</th>
<th>Pay Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**IN THE OFFICE**

<table>
<thead>
<tr>
<th>Trainer’s Initials</th>
<th>Trainee’s Initials</th>
<th>Using the Transacter/Time Card TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________</td>
<td>__________</td>
<td>Begin tour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Move to route/move to street</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Move to office from street</td>
</tr>
<tr>
<td></td>
<td></td>
<td>End tour</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trainer’s Initials</th>
<th>Trainee’s Initials</th>
<th>Checking Schedules</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________</td>
<td>__________</td>
<td>Where to find schedule</td>
</tr>
<tr>
<td></td>
<td></td>
<td>When to check schedule</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trainer’s Initials</th>
<th>Trainee’s Initials</th>
<th>Identifying Classes of Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________</td>
<td>__________</td>
<td>First-Class</td>
</tr>
<tr>
<td></td>
<td></td>
<td>second-class</td>
</tr>
<tr>
<td></td>
<td></td>
<td>standard class</td>
</tr>
<tr>
<td></td>
<td></td>
<td>fourth-class</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Express Mail</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trainer’s Initials</th>
<th>Trainee’s Initials</th>
<th>Casing Letter Size Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________</td>
<td>__________</td>
<td>Studying the case</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Placing into separations properly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Holding mail in left hand (at least two inches) while casing with right hand</td>
</tr>
</tbody>
</table>
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 SATCHEL
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, Vehicle Repair Tag

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