

Picking up Mail

- You are not a customer when you come in through the loading dock door
- You must go to the customer side of the building to pick up mail
 - *Must exit through the loading dock door*
- Cannot pick up mail for others just because you work here
- Cannot open your mail (packages or letters) on the working side of the post office
- Cannot open other's mail, ever
 - *Any side of the post office*

Picking up Mail

- You are not a customer when you come in through the loading dock door. Must exit through the loading dock door when working at the Post Office.
- You must go to the customer side of the building to pick up personal mail
- Cannot pick up mail for others just because you work here
- Cannot open your mail (packages or letters) on the working side of the post office
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What to do when you receive voting material...

1. When sorting mail if you find a ballot, drop whatever you are doing and see if the ballot can be pitched into one of our receptacles immediately.
2. If mail cannot be pitched into receptacles, give it to one of the military postal clerks so they can locate it properly.
3. If balloting material cannot be located, then bring the ballot to the finance section so it can be properly sent to where it is supposed to go.



CUSTOMER SERVICE

- SEND CUSTOMERS TO CUSTOMER SERVICE IF THEY HAVE ANY QUESTIONS ABOUT THE FOLLOWING:
 - *INBOUND PERSONNEL*
 - *OUTBOUND PERSONNEL*
 - *SETTING UP AN EMAIL TO GET NOTIFICATIONS*
 - *COMBINATION ISSUES (FORGOT COMBO OR LOCK DOESN'T WORK)*
 - *EMAIL SENT TO THE POST OFFICE*
 - *ADDING PEOPLE TO THEIR BOX*
 - *HAVING SOMEONE PICK UP THEIR MAIL FOR THEM*
 - *PUTTING A HOLD OR FORWARD ON THEIR BOX*
 - *WOULD LIKE TO MAKE A CLAIM*
 - ***QUESTIONS YOU CANNOT ANSWER***

OFFICIAL MAIL

- Mail exclusively to the business of the United States government
- Hours: Monday-Friday 0700-1400
- Uses zip code 09461

PS FORM 3849 (SALMON SLIP)

UNITED STATES POSTAL SERVICE® Sorry We Missed You! We ^{Re}Deliver for You		Today's Date 24MAY1	Sender's Name Zip Code or
Item is at: <input checked="" type="checkbox"/> Post Office™ (See back)		Available for Pick-up Date: 25MAY1 Time: 100	Country for Redelivery Go to usps.com/redelivery or see reverse
<input checked="" type="checkbox"/> Letter	For Delivery: (Enter total number of items delivered by service type.)	<input type="checkbox"/> 0 checked, you or your agent must be present at time of delivery to sign for item.	
<input checked="" type="checkbox"/> Large envelope, magazine, catalog, etc.	For Notice Left: (Check applicable item)	USPS Tracking # or Article Number(s) 1234567891	
<input checked="" type="checkbox"/> Parcel	<input checked="" type="checkbox"/> Priority Mail Express™	0	
<input checked="" type="checkbox"/> Perishable Item	<input checked="" type="checkbox"/> Certified Mail™ (Must claim within 15 days or article will be returned)	<input type="checkbox"/> Insured Mail	
<input checked="" type="checkbox"/> Other:	<input checked="" type="checkbox"/> Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise	
	<input checked="" type="checkbox"/> Registered Mail™	<input type="checkbox"/> Adult Signature	
		<input type="checkbox"/> Signature Confirmation™	
Article Requiring Payment		Notice Left Section	
<input type="checkbox"/> Postage Due	<input type="checkbox"/> COD	Customer Name and Address	
<input type="checkbox"/> Customs	Amount Due \$	Nam	
<input type="checkbox"/> Final Notice: Article will be returned to sender on		PSC 41 Box	
		Delivered By and Date	
		# First initial last	
PS Form 3849, July 2013		usps.com name/Date Delivery Notice/Reminder/Receipt	

ONLY Post Office Military Clerks HANDLES THESE!!!!

DD Form 2258 - BOX SLIPS

- White- Hold mail
 - Put slip in box when it expires (if there is mail in box)
- Yellow- Forward mail
 - Can specify what type of mail they would like forwarded
 - Should have forwarding address on form
 - Review mail class guidance above boxes for instructions on processing mail
 - Put slip in box when it expires (if there is mail in box)
 - Put forward mail into blue tubs at end of aisle

- Green - Assignment/Reassignment
 - Is assigned to a new location
 - Awaiting assignment to a new location
- Blue - Extended Duty Station
 - Forwarding mail for 6 months
 - Leave on box if it expires
 - If box closed due to inactivity

NAME (Last, First, MI) (Print): KING, JOE P		RECEPTACLE NUMBER: 001
STATUS		
ADV ABG	<input checked="" type="checkbox"/> LEAVE	CONFIRMED
TDY	HOSPITAL	AWOL
EFFECTIVE DATES TO FWD OR HOLD MAIL (Yr, Mo, Day) FROM: 99 10 10 TO: 99 12 01		
FORWARD ALL MAIL <input type="checkbox"/> HOLD ALL MAIL <input checked="" type="checkbox"/>		
FORWARD ONLY		
LETTERS	PARCELS	NEWSPAPERS/MAG
PRV CHECK(S)	OTHER (Allow Spec Inst)	
COMPLETE FORWARDING ADDRESS: ON LEAVE STATESIDE HOLD ALL MAIL UNTIL MY RETURN.		
SPECIAL INSTRUCTIONS:		
SIGNATURE OF RECEPTACLE HOLDER: <i>Joe P. King</i>		DATE (Yr, Mo, Day) 99 10 09

NAME (Last, First, MI) (Print): KING, JOE P		RECEPTACLE NUMBER: 001
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Checking Identification Cards

- There are only three types of acceptable identification when picking up packages:
 1. CaC Card (military/contractor/MWR ID)
 2. Dependent/Retiree IDs (see ID flyer)
 3. Passports
 - *Cannot show a picture of their ID, must have the actual card/book*
 - *No driver's licenses or state IDs*

UNSEALED/DAMAGED ARTICLES

- Damaged/Unsealed articles-

When delivering an article that has been damaged in transport, notify the customer that they can:

Refuse the package

Cannot check contents to see if they are broken

Post Office will returned to sender for free

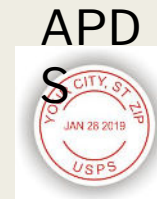
There is a sticker that must be filled out by customer (see next slide)

Put on the parcel and give box to a Post Office clerk

Accept the package

Take pictures of how they received it

Must work with the vendor/sender for any replacements/refunds



FOWARDING MAIL

PURPOSE

- *The purpose of forwarding is to properly get an individuals mail to them when they are either deployed or has PCS'd.*
- *You would only forward first class mail, periodicals (ex: magazines) and packages to their respective address.*

Opened by Mistake

When a customer accidentally opens a package that they think is their own, but is not. They should sign and date the opened by mistake sticker that is to be put on the package that was opened. If they refuse to sign, the mail clerk can sign.

A rectangular box representing a sticker. Inside the box, the text "Opened by Mistake" is written in bold. Below this text, there is an "X" followed by a dashed line, indicating a signature line.

Refused by customer

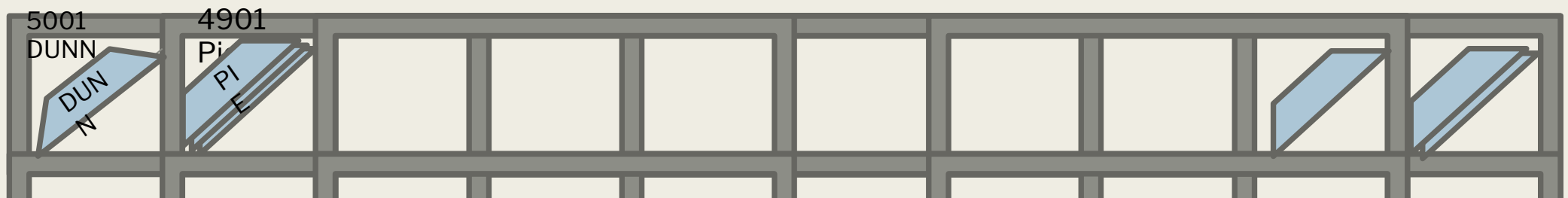
When a customer decides to refuse a package that they don't want, or has been received damaged or unsealed, they are allowed to refuse it, with the exception of it not being opened or scanned out. If they refuse to sign, the mail clerk can sign.

A rectangular box representing a sticker. Inside the box, the text "Refused by customer" is written in bold. Below this text, there is an "X" followed by a dashed line, indicating a signature line.

WHEN PITCHING

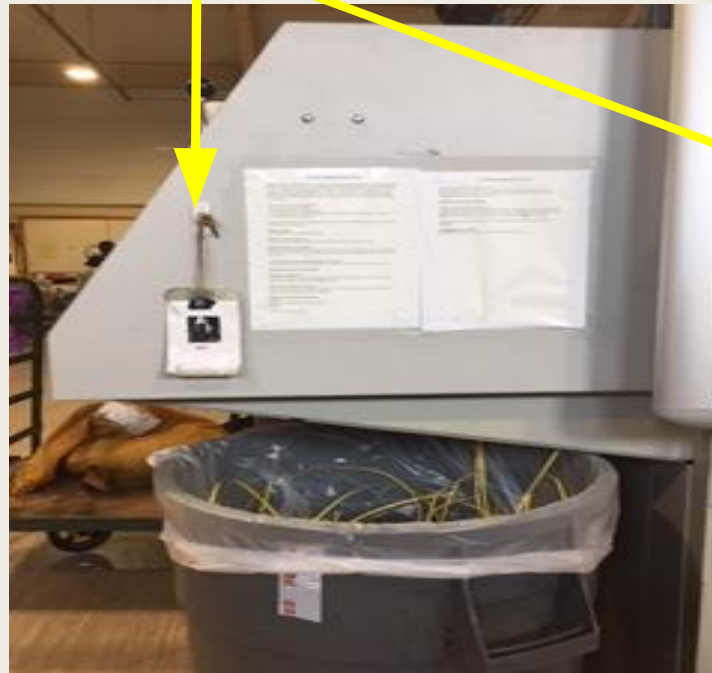
- ALWAYS CHECK

- *Name on the receptacle matches the name on mail (see example below)*
 - Some boxes have more than one name under the box
- *Receptacle has yellow slip on it*
 - Must forward mail using address on slip
- *Receptacle has white slip on it*
 - Pitch mail into the box like normal
- *Receptacle has blue blocker on it*
 - FTE date = date to stop forwarding mail
 - Use class guidance on what to do with different types of mail
 - *Put forward/return mail into blue tubs at end of aisle*



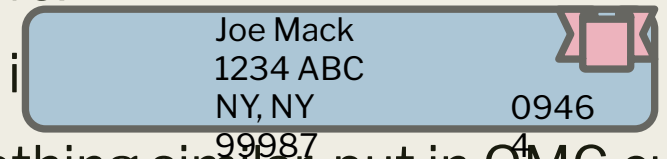
Shredding

- Use key on the side of the machine to turn on
- Press Black button to Start Motor and run the Conveyer belt in the forward direction
- Do **NOT** Shred mail without viewing mail class guidance
- Do **NOT** Shred Plastic
- Do **NOT** Climb on to shredder to clean
or your will shred your fingers!!



Sorting Mail

- Mail arrives on location in a tub unsorted
- Verify tubs mail has 09464 or 09461 on side slip before opening tub
- Sorting the mail consists of putting the mail in its corresponding cubbies (ex: Mail for box 6678 goes into cubby labeled “6601-6699”)
- If the box number says “9999” or “General Delivery” means locate the piece.
- If the box number is in the eight-thousands it must be brought to customer service.
- Magazines will be sorted the same way as first class mail.
- If the zip/postal code does not state it is “09464” it will be pitched into the missent cubby
 - *Sometimes the zip code is printed on the bottom of letters!*
- Once all is sorted it will then be brought to PSC to be pitched in
- If mail has an unit name printed on it 48 FSS, AAFES, or something similar, put in OMC cubby section



Questions?