

Post Office Mail Handling and Processing Test

1. When we come in at 7:30, what are the 4 different locations that we sort the parcel tubs into?
 - 1) _____
 - 2) _____
 - 3) _____
 - 4) _____

2. There are 5 tubs for sorting flats, what are they?
 - A. _____
 - B. _____
 - C. _____
 - D. _____
 - E. _____

3. Who are the three people that have a rental box that we don't put in the lockers?
 - 1) _____
 - 2) _____
 - 3) _____

4. The tubs we use for question 2 are the only tubs that are allowed under the table by the flat sorting area.
T/F

5. Medical Run is sorted into how many tubs?

6. There should be 4 tubs in the area for Medical Mail in the morning.
T/F

7. Which one of the medical tubs must be in a specific order?

8. When pulling the mail for medical, what color are the mail sorting slots you pull from?

9. In the sorting area, the sorting slots with the pink labels go where?

10. If you are preparing the mail run, you pull the mail with the _____ labels?
 - A. Pink
 - B. White
 - C. Orange
 - D. Yellow

11. On the morning mail run, which department do you NOT pick up mail from?

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12. If someone asks you for a book of stamps on the mail run, how much should you charge them?
13. Are individual stamps sold on the mail run?
Yes/No
14. What pay methods are accepted on the mail run? (Select all that apply)
- A. Cash
 - B. ID Bucs
 - C. Credit Card
 - D. Check
15. Checks received on the mail run are made out to whom?
- A. Don McCarty
 - B. ETSU
 - C. ETSU Postal Service
 - D. Lisa Fields
16. Before you leave for the mail run you always need to grab what 2 things?
17. The morning run is at _____.
18. Student letter mail is sorted into what 2 trays?
- A. _____
 - B. _____
19. The student mail is sorted before the department mail?
T/F
20. When putting up student mail in their personal box, what do you do if they have a "Forward", "Closed" or "Purge" card covering their box? (2)
- 1) _____
 - 2) _____
21. The department mail must be ready for pickup by _____. (1)
Answer: _____
22. Which site do we use to send the students the email for first class mail? (1)
- A. ETSU webmail
 - B. SQBX
 - C. PO Box Manager
 - D. Asset Manager
23. When a student receives a Netflix DVD, we send them the 1st class email. (1)
T/F

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24. The department mail with white labels is divided into how many sections in the letter/flat area? (1)
- A. 2
 - B. 3
 - C. 4
25. Briefly describe how the student mail is pulled out of the throw cases and put in the student's box. (2)
- 1) _____
 - 2) _____
26. Below the "Student" throw cases there are 3 tubs, what are these 3 tubs used for? (3)
- 1) _____
 - 2) _____
 - 3) _____
27. The 1st class mail that we are going to notify students by email is sorted into what 2 sections? (2)
- 1) _____
 - 2) _____
28. Look-ups for incomplete 1st class mail are done when? (1)
- Answer:** _____
29. When there is excessive mail for Athletics, Admissions, Financial Services and other departments in the letter/flat sorting area; what is done with the mail? (1)
- Answer:** _____
30. What is the box number for the Post Office? (1)
- Answer:** _____
31. What do we do with the mail that goes to box 70300? (1)
- Answer:** _____
32. The student mail must be in their box by what posted time? (1)
- Answer:** _____
33. The correct address for a package is Box number and (1)
- A. 400 JL Seehorn DR
 - B. 400 JL Seehorn RD
34. What do you do with the packages with bad addresses? (4)
- 1) _____
 - 2) _____
 - 3) _____
 - 4) _____
35. Central Receiving brings in UPS packages around what time each day? (1)

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Answer: _____

36. What are the 5 things annotated on the Central Receiving paperwork? (5)

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

37. There are 3 times a quality control of SQBX packages should be done, when are they? (3)

- 1) _____
- 2) _____
- 3) _____

38. List the 5 steps that you need to do for a quality control of SQBX. (5)

- (1) _____
- (2) _____
- (3) _____
- (4) _____
- (5) _____

39. Which cart is used for the afternoon mail run? (1)

Answer: _____

40. What time is the afternoon mail run? (1)

Answer: _____

41. We DO NOT pick up metered mail on the mail run if there is not a completed transmittal slip. (1)

T/F

42. What information is recorded on the sheet hanging up in the letter/flat area "Student throw case"? (7)

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____

43. When doing a lobby review, we keep the small boxes that we find and put them on the shelf in the storage area. (1)

T/F

44. What do we do with the cardboard that we find in the recycling bin when checking the lobby? (1)

Answer: _____

45. If the buzzer at the front is rung once what does that mean? If it's rung twice what does that mean? (2)

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Answer: _____

46. Where are the extra 1 and 2 foot letter trays stored? (2)

1) _____

2) _____

47. How is campus mail processed? (1)

Answer: _____

48. What do we do with the mail in the Miss sent tub before we send it out? (1)

Answer: _____

49. The metered mail from Meter Machine 1, miss sent mail, and directory area tubs go where at the end of the day? (1)

Answer: _____

50. What are the two places on the run that multiple department's mail is dropped off at the same spot? (1)

Answer: _____

51. When is the Mail & Go in the lobby checked? (1)

Answer: _____

52. When is the outgoing 1st Class mail collected & the 1st Class Letter Tracking Log updated? (1)

Answer: _____

53. What is done with all the date stamps at the end of the day? (1)

Answer: _____

54. What are the areas that trays and tubs are staged for next morning and how many are there in each area? (5)

(1) ___ tubs - _____

(2) ___ tubs - _____

(3) ___ tubs - _____

(4) ___ tubs - _____

(5) ___ trays - _____

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1. When we come in at 7:30, what are the 4 different locations that we sort the parcel tubs into? (4)
 - 1) Departments/SQBX
 - 2) Student/TZ
 - 3) Sherrod Library/TZ
 - 4) Incomplete/Bad Address/Oversized

2. There are 5 tubs for sorting flats, what are they? (5)
 - A. 1st class & Newspapers (Department Mail)
 - B. Library, University School, Athletics, Wets
 - C. Department mail – Standard
 - D. Student – Flats
 - E. Incomplete Addresses & Undeliverable mail

3. Who are the three people that have a rental box that we don't put in the lockers? (3)
 - 1) Jane Prillaman Box
 - 2) Dr. Mckee
 - 3) Dr. Burton

4. The tubs we use for question 2 are the only tubs that are allowed under the table by the flat sorting area. (1)

T/F **True**

5. Medical Run is sorted into how many tubs? (1)

Answer: 3

6. There should be 4 tubs in the area for Medical Mail in the morning. (1)

T/F **True**

7. Which one of the medical tubs must be in a specific order? (1)

Answer: Tub 3

8. When pulling the mail for medical, what color are the mail sorting slots you pull from? (1)

Answer: Orange

9. In the sorting area, the sorting slots with the pink labels go where? (1)

Answer: In the TZ locker beside locker bank 3

10. If you are preparing the mail run, you pull the mail with the _____ labels? (1)
 - A. Pink
 - B. White
 - C. Orange
 - D. **Yellow**

11. On the morning mail run, which department do you NOT pick up mail from? (1)

Answer: Admissions

12. If someone asks you for a book of stamps on the mail run, how much should you charge them? (1)

Answer: \$9.80

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13. Are individual stamps sold on the mail run? (1)
Yes/No **No**
14. What pay methods are accepted on the mail run? (Select all that apply) (2)
A. Cash
B. ID Bucs
C. Credit Card
D. Check
15. Checks received on the mail run are made out to whom? (1)
A. Don McCarty
B. ETSU
C. ETSU Postal Service
D. Lisa Fields
16. Before you leave for the mail run you always need to grab what 2 things? (2)
Answer: Stamps and key
17. The morning run is at _____. (1)
Answer: 9:00 A.M.
18. Student letter mail is sorted into what 2 trays? (2)
A. 1st Class and 1st Class Presort
B. Standard (Bulk)
19. The student mail is sorted before the department mail? (1)
T/F **False**
20. When putting up student mail in their personal box, what do you do if they have a "Forward", "Closed" or "Purge" card covering their box? (2)
1) You need to write F, C, or P on the bottom left of the letter
2) Take that mail to the directory section and put it in the correct slot on the shelf
21. The department mail must be ready for pickup by _____. (1)
Answer: 9:00 A.M.
22. Which site do we use to send the students the email for first class mail? (1)
A. ETSU webmail
B. SQBX
C. PO Box Manager
D. Asset Manager
23. When a student receives a Netflix DVD, we send them the 1st class email. (1)
T/F **True**
24. The department mail with white labels is divided into how many sections in the letter/flat area? (1)

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- A. 2
- B. 3
- C. 4

25. Briefly describe how the student mail is pulled out of the throw cases and put in the student's box. (2)
- 1) The mail is pulled out column by column and placed on a cart
 - 2) Then you place the mail in the correct box with the stamp nearest you and the letter leaning towards the upper right corner of the box.
26. Below the "Student" throw cases there are 3 tubs, what are these 3 tubs used for? (3)
- 1) Missent mail (Not ETSU)
 - 2) Incomplete address for standard mail
 - 3) Incomplete address for first class mail
27. The 1st class mail that we are going to notify students by email is sorted into what 2 sections? (2)
- 1) Boxes from 10001 to 21399
 - 2) Boxes from 21401 through the last box
28. Look-ups for incomplete 1st class mail are done when? (1)
- Answer:** Before the 1st class notification email is sent
29. When there is excessive mail for Athletics, Admissions, Financial Services and other departments in the letter/flat sorting area; what is done with the mail? (1)
- Answer:** The mail is placed in the tubs below the sorting cases
30. What is the box number for the Post Office? (1)
- Answer:** 70267
31. What do we do with the mail that goes to box 70300? (1)
- Answer:** Give the mail to Lisa or Todd and let them distribute appropriately
32. The student mail must be in their box by what posted time? (1)
- Answer:** 11:00 A.M
33. The correct address for a package is Box number and (1)
- A. 400 JL Seehorn DR
 - B. 400 JL Seehorn RD
34. What do you do with the packages with bad addresses? (4)
- 1) You set them aside in the bad address pile
 - 2) You then tape a bad address form on the box
 - 3) Fill in the form with the correct information
 - 4) Put in the TZ lockers/SQBX

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35. Central Receiving brings in UPS packages around what time each day? (1)
Answer: UPS Around 10:30 A.M. and FedEx around 12:30
36. What are the 5 things annotated on the Central Receiving paperwork? (5)
- 1) Date
 - 2) Time
 - 3) Circle Bad Addresses
 - 4) Total packages
 - 5) Total bad addresses
37. There are 3 times a quality control of SQBX packages should be done, when are they? (3)
- 1) After the morning packages are put into the package tracking system (SQBX)
 - 2) After the packages from Central Receiving are brought (Could be twice)
 - 3) Right before we close
38. List the 5 steps that you need to do for a quality control of SQBX. (5)
- (1) Ensure package is filed by last name in order and matches SQBX
 - (2) All packages should have "Last Name" and "Date" on the smallest side facing out
 - (3) Check for Priority Express and Certified Mail in the drawer
 - (4) Make sure any packages removed from the lockers had the labels attached and in SQBX
 - (5) Parcels in SQBX 6 days need to have a 3rd notice sent out by email
39. Which cart is used for the afternoon mail run? (1)
Answer: Electric cart
40. What time is the afternoon mail run? (1)
Answer: 1:30 P.M.
41. We DO NOT pick up metered mail on the mail run if there is not a completed transmittal slip. (1)
T/F True
42. What is information is recorded on the sheet hanging up in the letter/flat area "Student throw case"? (7)
- 1) Incoming letter trays
 - 2) Student 1st class Letters
 - 3) Student 1st Class Presort Letters
 - 4) Student Standard Mail
 - 5) Incoming department mail tubs
 - 6) Incoming student mail tubs
 - 7) Campus mail count
43. When doing a lobby review, we keep the small boxes that we find and put them on the shelf in the storage area. (1)
T/F True
44. What do we do with the cardboard that we find in the recycling bin when checking the lobby? (1)
Answer: We take the cardboard to the recycling bin on the dock outside

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45. If the buzzer at the front is rung once what does that mean? If it's rung twice what does that mean? (2)
Answer: Once – Lisa needs to come to window Twice – student worker needs to go to window
46. Where are the extra 1 and 2 foot letter trays stored? (2)
1) They are stored in the letter/flat area in the cabinets
2) They are also stored in the storage area
47. How is campus mail processed? (1)
Answer: Counted then sorted
48. What do we do with the mail in the Miss sent tub before we send it out? (1)
Answer: We mark out everything on the mail that will send the mail back to ETSU or circle the address that it was supposed to be sent to.
49. The metered mail from Meter Machine 1, miss sent mail, and directory area tubs go where at the end of the day? (1)
Answer: Outgoing mail hamper and wheeled out into the storage area for USPS to pick up
50. What are the Two places on the run that multiple department's mail is dropped off at the same spot? (1)
Answer: Bursar's Office (2nd Floor Room 201 E-F & Purchasing (basement) Room B016
51. When is the Mail & Go in the lobby checked? (1)
Answer: Before the 1:30 pickup and at closing
52. When is the outgoing 1st Class mail collected & the 1st Class Letter Tracking Log updated? (1)
Answer: Before the 1:30 pickup and at closing
53. What is done with all the date stamps at the end of the day? (1)
Answer: Changed to the next business day
54. What are the areas that trays and tubs are staged for next morning and how many are there in each area? (5)
1) 5 tubs - Flat Sorting Table
2) 4 tubs - Medical/Library Staging Cart
3) 3 tubs - Underneath Student Letter/Flat Throw Case
4) 2 trays - on the Student Letter/Flat Throw Case Shelf
5) 3 tubs in the "Library", "Fit in the Box" and "Box Look-up"