

United States Postal Service
Structured On-the-Job Training (SOJT) Certification

| | |
|---|-------------------------|
| 1. Sales and Services Associate Name (<i>Last, First, and MI</i>) | 2. Office of Assignment |
| | 3. Office of SOJT |

Page 2 of this form contains 4 columns. The first column shows the name of the each core processes; the second column shows the number of steps in each process.

In the third column, enter the number of steps the sales and services associate completed correctly for each process.

In the fourth column, enter the percentage of steps correctly completed.

The examinee must successfully complete at least 22 processes (70 per cent) in order to be eligible to take the Series 100/101 Exam 421.

4. Retail Coach Certification

I certify the sales and services associate has successfully completed the core processes checked on this form.

| | |
|-----------|--------------------------------|
| Signature | Date (<i>Mo., Day, Year</i>) |
|-----------|--------------------------------|

5. Manager's Certification

I certify that the sales and services associate has successfully completed the core processes checked on this form. The sales and services associate performance on these activities has been observed and rated. The results of this evaluation have been communicated to the sales and services associate.

| | |
|-----------|--------------------------------|
| Signature | Date (<i>Mo., Day, Year</i>) |
|-----------|--------------------------------|

6. Sales and Services Associate's Acknowledgement

I was assigned the core processes checked on this form, and the results of this evaluation have been communicated to me.

| | |
|-----------------|--------------------------------|
| Acknowledgement | Date (<i>Mo., Day, Year</i>) |
|-----------------|--------------------------------|

| Mandatory Structured On-the-Job Training Process | a. No. of Steps in Task/Process | b. Number of Steps Successfully Completed | c. Percent of Steps Successfully Completed (b/a) |
|---|---|--|---|
| 1. Selling and Accepting Domestic Express Mail | 10 | | |
| 2. Selling and Accepting Domestic Priority Mail | 6 | | |
| 3. Selling and Accepting Certified Mail | 7 | | |
| 4. Selling and Accepting Delivery Confirmation | 5 | | |
| 5. Selling and Accepting Domestic Numbered Insured Mail | 9 | | |
| 6. Selling and Accepting Domestic Unnumbered Insured Mail | 8 | | |
| 7. Selling and Accepting Domestic Registered Mail | 10 | | |
| 8. Selling and Accepting Domestic COD Mail | 8 | | |
| 9. Selling and Accepting Domestic Return Receipt for Merchandise | 8 | | |
| 10. Selling and Accepting Domestic Certificate of Mailing | 9 | | |
| 11. Selling and Accepting Domestic Return Receipt After Mailing (Not a Duplicate) | 6 | | |
| 12. Accepting and Identifying Domestic Machinable Articles | 7 | | |
| 13. Accepting and Identifying Domestic Non-Machinable Articles | 7 | | |
| 14. Selling Domestic Postal Money Orders | 10 | | |
| 15. Selling Stamps and Postal Retail/Package Products | 6 | | |
| 16. Selling and Accepting Military Mail (APO or FPO) | 7 | | |
| 17. Completing Customs Forms | 7 | | |
| 18. Selling and Accepting International Insured Mail | 10 | | |
| 19. Selling and Accepting International Registered Mail | 10 | | |
| 20. Selling International Mail Return Receipt | 9 | | |
| 21. Accepting and Processing of Bank Cards | 7 | | |
| 22. Cashing Domestic Postal Money Orders | 10 | | |
| 23. Securing and Accounting for Domestic Money Orders | 7 | | |
| 24. Renting a Post Office Box | 10 | | |
| 25. Delivering Registered Mail | 9 | | |
| 26. Delivering Express Mail | 9 | | |
| 27. Delivering Certified Mail | 10 | | |
| 28. Delivering Postage Due or Business Reply Mail | 7 | | |
| 29. Delivering Domestic Insured Mail | 10 | | |
| 30. Delivering Collect-On-Delivery (COD) Article | 10 | | |
| 31. Dispatching Registered Mail to the Processing and Distribution Center | 7 | | |
| 32. Working With the Express Mail Network Directory | 9 | | |
| | Number of Tasks With 80% or More Steps Correctly Completed | | |
| | Date Completed | | |