



Business Mail Acceptance Training for Associate Offices

**Study Guide
Course #23201-09
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UE200011018770000003
23201-09 Business Mail
Acceptance Training for
Associate Offices

Employee Resource Management
Employee Development



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United States Postal Service
Employee Resource Management
Employee Development
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Use of Training Materials

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A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive to everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment and harassment on any prohibited basis.

EAS training staff has a professional obligation to provide a safe, discrimination free and sexual harassment free learning environment. Instructors are expected to support this commitment. Class participants are asked to support the goal of zero tolerance of behavior that violates these commitments.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers and suppliers, to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

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Introduction

In order to qualify for the positions of Bulk Mail Clerk, Bulk Mail Technician, and Mailing Requirements Clerk, bidders must attend and successfully complete the Business Mail Academy. The Academy is conducted at the National Center for Employee Development in Norman, Oklahoma. Participants learn the essentials of accepting and verifying business mailings.

In addition to the positions listed above, there are thousands of Postal workers whose duties and responsibilities include the acceptance of business mailings but who are not required to attend the Academy. This training program – Business Mail Acceptance Training for Associate Offices (23201-09) – is intended for them. Specifically, it is intended for Postal workers in small offices who accept mailings consisting of fewer than 10,000 pieces. Such mailings might be presented at the window by a church or by a local grocery, for example.

This course consists of a study guide and video . It can be administered either as self-study or as instructor-led. Due to the complexity of some of the material, an instructor is recommended. Also, whenever possible the training from this course should be reinforced by on-the-job training. All or parts of On-The-Job Training for Bulk Mail Clerks (23501-09) can be used for this purpose.

The Video and the Study Guide are designed to supplement each other. They are to be used in the following sequence:

- View Part 1 of the Video
- Complete Modules 1 through 4 in the Guide
- Complete the Midpoint Exercise in the Guide
- View Part 2 of the Video
- Complete Module 5 in the Guide
- View Part 3 of the Video
- Complete Modules 6 and 7 in the Guide
- View Part 4 of the Video
- Complete Modules 8 and 9 in the Guide
- View Part 5 in the Video

The intended length of the program is eight full hours. The timing and length of any breaks are left up to the participant and/or the instructor. Instructors are welcome to add or substitute alternative learning activities as they see fit. Finally, the student will need a calculator, and it is recommended that a Domestic Mail Manual, including Quick Service Guides, be kept handy for reference.