

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

Date SOJT Completed

Retail Associate Name *(Your initials certify only that you were assigned the lesson plan and that the results were communicated to you.)*

Assignment Office

Coach Name *(Your initials certify that the retail associate named has completed 80% of that lesson plan successfully.)*

SOJT Office

Structured On-the-Job Lesson Plan <i>(Core processes 1-32)</i>	Steps in Lesson Plans	# Steps Completed Successfully	% Steps Completed Successfully	Retail Coach Initials	Retail Associate Initials
	(a)	(b)	(a/b)		
1. Selling and Accepting Domestic Express Mail	10				
2. Selling and Accepting Domestic Priority Mail	6				
3. Selling and Accepting Certified Mail	8				
4. Selling and Accepting Delivery Confirmation	7				
5. Selling and Accepting Domestic Numbered Insured Mail	8				
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/Non-Machinable Articles	9				
13. Identifying and Determining Acceptance of Declared/Undeclared HAZMAT	10				
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	9				
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				
33. Selling and Accepting Registered COD Article	9				
34. Selling and Accepting Express Mail COD Article	9				
35. Procedures for Returning Express Mail	6				
36. Selling and Accepting Express Mail Military Service (EMMS)	10				
37. Selling and Activating a Phone Card on the IRT	7				
38. Selling and Activating a Phone Card on IBM/NCR POS ONE	8				
39. Selling and Activating a Liberty Cash Card on the IRT	8				
40. Selling and Activating a Liberty Cash Card on IBM/NCR POS ONE	10				
41. Purchasing Postal Products/Services with a Liberty Cash Card	5				
42. Selling and Accepting Dinero Seguro/Sure Money	10				
43. Selling and Processing Global Priority Mail	8				
44. Selling and Accepting Global Express Guaranteed	10				
45. Exchanging of Registered Mail Between Employees	5				
46. Selling and Accepting ISAL, IPA, and Value Post to Canada	10				
47. Selling and Accepting Global Express Mail	10				
48. Proper Acceptance of International M-Bags	10				
49. Vacant <i>(Service discontinued)</i>					
50. Selling and Accepting International Recorded Delivery	9				
51. Delivery of Customs Duty Mail	9				
52. Selling International Money Orders	7				

Structured On-the-Job Lesson Plan	Steps in Lesson Plans	# Steps Completed Successfully	% Steps Completed Successfully	Retail Coach Initials	Retail Associate Initials
	(a)	(b)	(a/b)		
53. Cashing Form MP-1 International Money Orders	10				
54. Securing and Accounting of International Money Orders	6				
55. Processing an International Money Order Inquiry	9				
56. Processing Post Office Box Caller Service	9				
57. Processing Post Office Box Records	4				
58. Procedures for Handling Overflow of Post Office Box Mail	5				
59. Procedures for Post Office Box Flagging System	2				
60. Postage Meter System Setting Procedures and Accompanying Receipt	10				
61. Examining a Postage Meter	10				
62. Exchange of Stamp Stock From a Customer	8				
63. CTT Scanning of Express Mail Delivery Labels	7				
64. CTT Scanning for Incoming Express Mail in a Multi-Zip or Hub Office	5				
65. Processing a Form 7381, <i>Requisition for Supplies, Services, or Equipment</i>	4				
66. Processing an Emergency Salary Advance	4				
67. Processing a Travel Advance Request	3				
68. Accepting and Scan of of a Prepaid Delivery Confirmation Item	7				
69. NCR POS ONE, Sign On and Off Procedures	4				
70. NCR POS ONE, Procedures for Locking and Unlocking System	3				
71. IBM POS ONE, Sign On and Off Procedures	6				
72. IBM POS ONE, Procedures for Locking and Unlocking System	2				
73. IBM POS ONE, Close Out Procedures	9				
74. IBM/NCR POS ONE, Processing a Meter Refund	5				
75. Processing a Refund Using Form 3533 on an IT/POS	4				
76. IRT/MOS., Close Out Procedures	10				
77. IRT, Processing a Meter Refund	5				
78. IRT/POS ONE Voiding and Refunding a Debit Card Transaction	3				
79. Processing a Local Travel Request on an IRT or POS, or Manual	3				
80. IRT/PVI Boot-Up Procedures for Unisys Phase III/Clerk Start of Day	5				
81. IRT/POS ONE Processing of a Self Service Equipment Refund	8				
82. Phase III IRT, Start-Up Procedures	4				
83. Manual, Close Out, Daily Form 1412	8				
84. Voiding a Credit Card Transaction on the TRANS 380	4				
85. NCR POS ONE Close-Out Procedures	9				
86. Selling and Accepting Signature Confirmation	7				
87. Procedures for Scanning Special Services Labels	7				
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I certify that the sales and service associate has successfully completed the lesson plans checked on this form. The sales and service associate performance has been observed and rated. The results of this evaluation have been communicated to the sales and services associate.	Manager Certification ( <i>Signature</i> )			Date ( <i>MM/DD/YY</i> )	

Reserved