



Rate Case Training

**Facilitator Guide
Course 41501-47**

May 2007

Retail Operations
Employee Development



Rate Case Training

Facilitator Guide

United States Postal Service
Retail Operations
Employee Development
475 L'Enfant Plaza SW
Washington, DC 20260-4215

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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. Instructors and class participants are expected to support this commitment.

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.

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The Postal Service's policy is to value the diversity of our employees, customers and suppliers, and 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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Course Overview

Course Overview

Rate Case Training is a two-hour course designed for retail employees to learn how to apply Rate Case changes and to explain the changes to their customers. Topics covered in the course are: Pricing by Shape, Priority Dimensional Weight Pricing, Balloon Rate Pricing, Domestic Insurance, Post Office Box & Caller Service, and International Products. Districts have the option of either conducting classroom training, facilitating individual learning, or a combination of both.

Overall Course Objective

The participant will be able to identify and apply Rate Case changes to products and services and explain the changes to their customers.

Target Population

Managers Post Office Operations, Postmasters, Postmaster Reliefs, Officers-in-Charge, Managers Customer Service, Customer Service Supervisors, and Retail Associates.

Time Allocated for Course

- 2 hours

Links with Existing Training

- Revenue Generation Training
- Sales and Service Associate Training

Responsibility for Administering the Course

The District Human Resource Manager and Manager of Operations Program Support will jointly ensure that work hours are allocated and the training takes place as designed.

For classroom delivery (see below) the Postal Employee Development Center (PEDC) or designated manager is responsible for planning, scheduling, arranging facilities, ordering materials, and ensuring proper training record keeping. The Manager of Training in the PEDC will coordinate with the Manager of Operations Program Support to identify qualified trainers and subject matter specialists and coordinate classroom training.

Individualized learning (see below) is the responsibility of Postmasters and managers at the local level.

Recording the Training

A roster of participants shall be maintained at each office. When all the target employees have been trained, the manager/supervisor shall submit a report to the PEDC indicating which pay locations have completed the training. A sample of a report form is located at the end of this overview.

Note that craft employee training may be entered as a unit, but EAS employee training must be entered individually. The PEDC will enter records into the National Training Database in accordance with area and district recording procedures.

Preferred Option: Conducting Classroom Training

Learning Strategy

The course is designed to maximize interaction among learners and practical application of the learning materials. Use the Facilitator Guide and Participant Guides to conduct classroom training.

Facility, Equipment, and Supply Needs

- Training room with enough space for flip chart activities
- Flip charts
- Television and DVD player (if DVD is being used)
- Overhead projector or LCD with computer

Location

The Facilitator Guide is built with the assumption that the training will take place at a postal training facility (for classroom delivery).

Delivering the Training

Designated trainers must be experienced customer service employees who are certified in the Facilitative Instructor Workshop (FIW), Course Number 21258-00.

Duties of the Facilitator

1. Prepare to facilitate.
2. Create a positive learning environment.
3. Manage the learning event.
4. Maintain a roster of who participated in the training at each office.

Option 2: Facilitating Individualized Learning

Learning Strategy

Provide the Participant Guide to the learners for self-study and provide an opportunity for follow-up discussion with learners on the job as needed. Depending on the situation, the material could be delivered as a series of individual learning sessions with small groups or as individual self-study sessions.

It is the responsibility of the manager/facilitator to ensure that the material is covered and that a roster is maintained as a record of who completed the six modules.

Location

Individualized learning should take place at the employee's designated office and it must be completed by employees while on the clock.

Facilitating Individualized Learning

- Ensure that all employees receive a printed copy of the Participant Guide.
- Postmasters / managers should be available to answer questions and reinforce the learning as part of their daily interactions with employees.
- Maintain a roster by pay location of who completed the individualized learning and submit record of training to PEDC.

CRAFT UNIT TRACKING RECORD SHEET

OFFICE NAME: _____ **ZIP CODE:** _____

OFFICE FINANCE NUMBER: _____

PAY LOCATION: _____

SUPERVISOR'S NAME: (PLEASE PRINT) _____

I certify that I have delivered the following training to my work unit on the date(s) shown. I understand that I must make every reasonable effort to ensure that those not present are informed of the content.

Rate Case Training, Course 41501-47 was delivered. _____
Date Trained (MM/DD/Year)

Supervisor's Signature

Date Submitted

(Please forward this completed form to your local PEDC)

Module 1: Pricing by Shape

Objective:

- The retail employee will be able to effectively apply pricing by shape to mail pieces received over the retail counter and be able to explain pricing by shape to customers.

Time Allocated for Module:

- 15 minutes

Instructional Methods:

- Presentation
- Discussion

Summary:

- Pricing by Shape
- Different Shapes
- Determining the Shape
- Nonmachinable
- Templates and Tools

Participant Material Used:

- Participant's Guide
- Props (letter, large envelope, package)
- Measurement templates
- Job Aids

Media Required:

- Flip Chart
- LCD Projector with Computer

Facilitator notes:

Introduction and Objective

Have a different participant read each section

Pricing by Shape

Have a participant read. The Facilitator should stress to the class that “Shape Matters”!

Different Shapes

Have several participants read the different shapes and refer to Pricing by Shape Job Aids

Discuss the Job Aids with the class

Determining the Shape

Facilitator reads

Nonmachinable Letters

Have a participant read and discuss with class

Nonmachinable Large Envelopes

Have a participant read and discuss with class (use nonmachinable mailpiece props)

Templates and Tools

Read and explain the different types of templates and tools available

Ask class to discuss the kind of templates and measuring devices they use at their office

What to Tell the Customer

Have a participant read

Question and Answer Session

Give the participants an opportunity to review the Job Aids and to ask questions.

RatePak 1

Guidelines for Retail Employees in
the United States Postal Service

Pricing by Shape

Introduction

The new pricing for First-Class Mail puts an emphasis on shape to more accurately reflect our true cost of doing business. The shapes for determining price are: Postcards, Letters, Large Envelopes, and Packages. Note that the term “Large Envelope” replaces the postal term “Flat.”

Objective

The purpose of this module is to enable retail employees to recognize and effectively apply pricing by shape to First-Class Mail received at the retail counter and explain pricing by shape to customers.

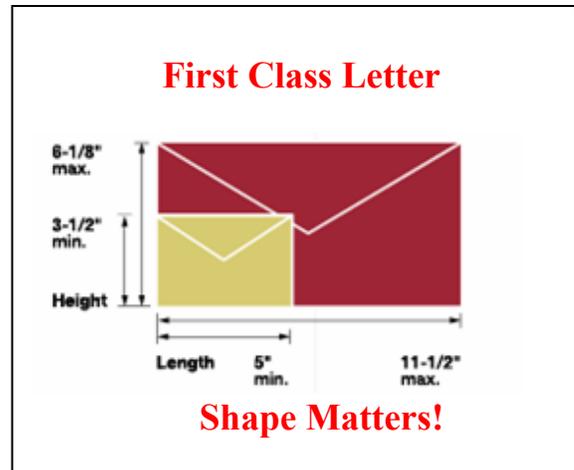
Pricing by Shape

Pricing by shape aligns our rates to processing and transportation costs. The new pricing system gives customers the opportunity to obtain lower rates as they find ways to prepare their mail in shapes that reduce processing costs for the Postal Service. Example: if the contents of a large envelope can be folded and placed in a letter-sized envelope, the customer can mail as a letter and reduce postage. The Postal Service processes these reconfigured mail pieces on lower cost automation. A win-win situation!

Different Shapes

The following are rate categories for pricing by shape (see attached Job Aids):

- Postcard (No change)
 - Maximum length 6 inches
 - Maximum height 4 ¼ inches
 - Maximum thickness 0.016 inches



Letter

- Maximum length 11 ½ inches
- Maximum height 6 1/8 inches
- Maximum thickness ¼ inch
- Weight not more than 3.5 ounces
 - Letter size pieces weighing more than 3.5 ounces are charged as large envelopes.
- Large envelope (previously called flat)
 - Maximum length 15 inches
 - Maximum height 12 inches
 - Maximum thickness ¾ inch
 - Weight not more than 13 ounces
- Package
 - Length plus girth combined cannot exceed 108 inches.
 - Length is the longest side of the item.
 - Girth is the measurement around the thickest point.

Did you know? If a letter exceeds any of the maximum dimensions, it is priced as the next shape price category. Example: a letter exceeding ¼ inch thickness would be priced as a large envelope.

Determining the Shape

Mail pieces come in all different shapes and sizes. It is important to determine which shape price category applies. The determination is made by the length, width, thickness, and weight of the item. The attached Pricing by Shape Job Aids provides minimum and maximum measurements for each shape pricing category.

Nonmachinable Letters

Listed below are examples of nonmachinability:

- Rigid or contains odd-shaped items, such as:
 - Keys, Coins, Pencils, Pens, etc...
- The delivery address is not parallel to the longest side of the mailpiece
- Has clasps, strings, buttons, or similar closure devices
- Enclosed in plastic material

A 17-cent First-Class Mail nonmachinable surcharge now applies to all First-Class Mail nonmachinable letters up to 3.5 ounces—not just to those that weigh 1 ounce or less.

Nonmachinable Large Envelopes

Large envelopes with the following characteristics are subject to package prices:

- Not flexible (Rigid)
- Not rectangular (Squares are rectangular)
- Not uniform in thickness (1/4" variation in thickness allowed)

Did you know: A large envelope that meets the measurement and weight criteria but is determined to be non-machinable, will be priced as a package.

Templates and Tools

The following templates and tools can be used to help the retail employee determine the correct shape pricing rate:

- Measurement Template
- Notice 3P – Parcel Surcharge Guide Template
- Tape measure
- Ruler/Yard Stick
- Electronic Scale (some manual offices)
- Postal Explorer CD-ROM (for manual offices with an ACE computer)

Tip for Manual Offices: An electronic scale designed to assist at some manual offices and/or the Postal Explorer CD-ROM will be made available to help retail employees simplify shape pricing calculations. Other manual offices will still have to use a rate chart.

What to tell the customer

The old pricing system did not take into consideration the size and shape of letters, large envelopes, and packages. Pricing was based strictly by weight and zone. The new system of pricing by shape does factor in the size and shape of an item by recognizing that each shape has substantially different transportation and processing costs. Emphasizing shape allows us to reduce the rate for additional ounces.

If a customer inquires about the increased price change of a large envelope, the retail employee should tell them if the contents of a large envelope can be folded and placed in a letter-sized envelope, the customer can mail as a letter and reduce postage. Retail employees can also inform customers about how shape affects First-Class postage and if needed, refer them to usps.com/ratecase for additional information. The more knowledgeable you are about pricing by shape, the better you can serve your customers.

Job Aids (attached)

- Pricing by Shape – Postcards & Letters
- Pricing by Shape – Large Envelopes & Packages
- Pricing by Shape - Strategy Job Aid

Other Resources

- Notice 123, Ratefold*
- DMM 100*
- Special Postal Bulletin
- Quick Service Guides
- usps.com/ratecase

* Also included on Postal Explorer CD-ROM

Pricing by Shape Postcards & Letters



First-Class Mail – Shapes Single-Piece Rates

SHAPE	SIZE		PRICE
POSTCARDS	Length	Minimum 5 inches Maximum 6 inches	Price \$0.26
	Height	3-1/2 inches 4-1/4 inches	
	Thickness	0.007 inch 0.016 inch	

First-Class Mail – Shapes Single-Piece Rates

SHAPE	SIZE		PRICE	
LETTERS	Length	Minimum 5 inches Maximum 11-1/2 inches	Weight not over (ounces)	Price
	Height	3-1/2 inches 6-1/8 inches		
	Thickness	0.007 inch 1/4 inch		
			1	\$0.41
			2	0.58
			3	0.75
			3.5	0.92

Nonmachinable letters weighing up to 3.5 ounces will be charged a 17 cent nonmachinable surcharge.

Pricing by Shape

Large Envelopes & Packages



First-Class Mail – Shapes

Single-Piece Rates

SHAPE	SIZE		PRICE	
LARGE ENVELOPES (FLATS) 	Length	Minimum* 11-1/2 inches	Weight not over (ounces) 1 \$0.80 2 0.97 3 1.14 4 1.31 5 1.48 6 1.65 7 1.82 8 1.99 9 2.16 10 2.33 11 2.50 12 2.67 13 2.84	
	Height	6-1/8 inches		
	Thickness	1/4 inch		
		*Flats exceed at least one of these dimensions.		
		Large envelopes that exceed either maximum dimensions or weight or have the following characteristics are subject to package prices: <ul style="list-style-type: none"> Not flexible Not rectangular Not uniform in thickness 		

First-Class Mail – Shapes

Single-Piece Rates

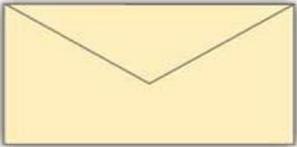
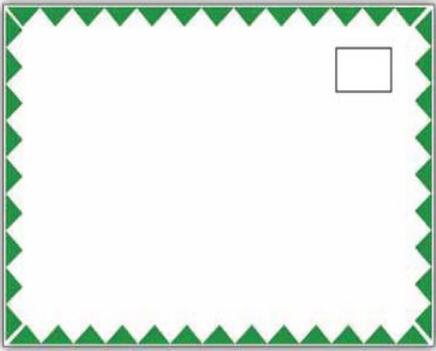
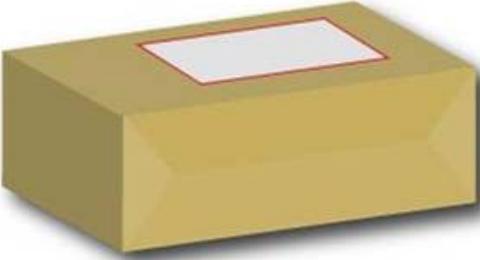
SHAPE	SIZE	PROPOSED PRICE
PACKAGES 	Length + Girth	Weight not over (ounces) Price
	Length + girth cannot exceed 108 inches.	1 \$1.13
	Length The longest side of the parcel Girth Measurement around the thickest point	2 1.30
		3 1.47
		4 1.64
		5 1.81
		6 1.98
		7 2.15
		8 2.32
		9 2.49
		10 2.66
		11 2.83
		12 3.00
13 3.17		

Pricing by Shape Strategy



First-Class Mail

Shape matters; separate prices for letters, large envelopes (flats), and packages

	<u>Before</u>	<u>After</u>
 2 oz Letter	63¢	▶ 58¢
 2 oz Flat	63¢	▶ 97¢
 2 oz Package	63¢	▶ \$1.30

Module 2: Priority Dimensional Weight Pricing

Objective:

- The retail employee will be able to understand and effectively apply dimensional weight pricing to Priority Mail packages received over the retail counter and to explain dimensional weight pricing to customers.

Time Allocated for Module:

- 25 minutes

Instructional Methods:

- Presentation
- Discussion

Summary:

- Dimensional Weight Pricing
- Determining Dimensional Weight
- Irregularly-Shaped Items
- What to Tell the Customer

Participant Material Used:

- Participant's Guide
- One cubic foot package prop
- Dimensional Weight Pricing Worksheets (2 per participant)
- Job Aids

Media Required:

- Flip Chart
- LCD Projector with Computer

Facilitator Notes:

Prepare flip chart titled: Priority Dimensional Weight Pricing Criteria

List Bullet 1. Priority Mail, Bullet 2. More than 1 cubic foot (1,728 cubic inches), Bullet 3. Destination zones 5-8

Introduction & Objective

Have a different participant read each section

What Changed

Facilitator reads and show class 1 cubic-foot prop.

Have a different participant read the “Did You Know”.

Dimensional Weight Pricing

Have a participant read.

Determining Dimensional Weight

Facilitator should read and discuss the “Dimensional Weight Pricing” visual

Discuss with the class and explain how to perform calculations.

Irregularly-Shaped Items

Read and then discuss the “Dimensional Weight Pricing – Irregular Shaped Items” visual

What to Tell the Customer

Have a participant read

Dimensional Weight Pricing Criteria & Calculations Job Aid

Handout Dimensional Weight Pricing Worksheets and write the below on a Flip chart: A customer wants to mail a package Priority Mail using a non-Priority box destined for zone 5.

The dimensions are: L17 x W13 x H12, the package weighs 13 lbs.

Have participants calculate for Rectangular and then Irregular Shaped. Discuss results!

Frequently Asked Questions:

If time permits, review and discuss Frequently Asked Questions with the class.

RatePak 2

Guidelines for Retail employees in the United States Postal Service

Priority Dimensional Weight Pricing

Introduction

Priority Dimensional Weight Pricing means applying a dimensional weight to Priority Mail packages that are more than a cubic foot (1,728 cubic inches) destined for zones 5 through 8.

Objective

The purpose of this module is to enable Retail employees to identify and effectively apply dimensional weight pricing to appropriate Priority Mail packages received over the retail counter. Retail employees will also be able to explain dimensional weight pricing to our customers.

What Changed

Priority packages larger than one cubic foot (1,728 cubic inches) destined for zones 5 through 8 are now subject to dimensional weight pricing.

Did You Know?

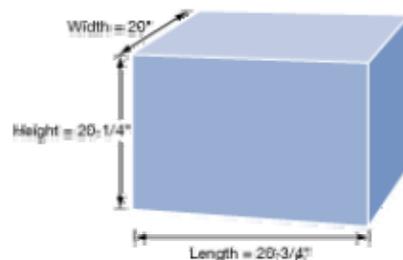
Dimensional weight pricing will be calculated in POS ONE, IRT, and with an electronic scale or Postal Explorer CD at manual offices.

Packages shipped in USPS-provided Priority Mail packaging are not subject to dimensional weight pricing or balloon rate.

Dimensional Weight Pricing

Dimensional weight pricing applies only for Priority Mail and is a mechanism that converts the cubic size (capacity) of an item into a dimensional weight. If a large Priority Mail package is addressed for delivery to zones 5-8, it could be charged as a heavier-weight item due to

Dimensional Weight Pricing: Rectangular-Shaped Items



Example: $21'' \times 20'' \times 20'' = 8,400$ cubic inches / $194 = 43.29$ pounds, which is rounded up to 44 pounds.

its size. The maximum size for mailing a Priority Mail item remains 108 inches combined length and girth.

Determining Dimensional Weight

Use the following steps to properly calculate and explain to the customer the pricing for items that are being mailed using dimensional weight pricing:

- Weigh the rectangular-shaped item
- Determine if measurements are required (use a measurement template if available)
- Measure length, width, and height (round off each individual measurement to the nearest whole inch)
- Multiply the length by the width by the height. This figure is the cubic inch capacity
- If the result is 1,728 cubic inches or less, dimensional pricing does not apply and

postage will be based on the scale weight and the appropriate zone

- If the result is more than 1,728 cubic inches, divide it by 194 to determine the dimensional weight. Round up any fraction of a pound to the next whole pound. The applicable postage is based on the appropriate zone, and the scale weight or the dimensional calculated weight, whichever is greater.

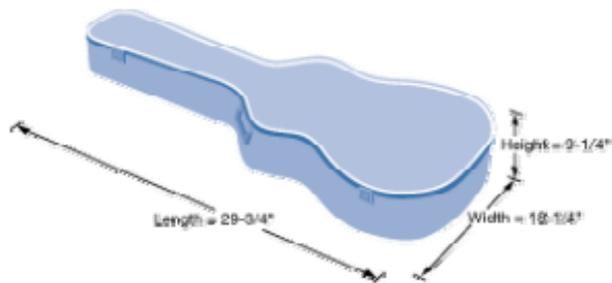
Irregularly Shaped Items

If the package is not rectangular-shaped, it is considered to be “irregularly shaped.” Such items occupy space (and displace other items) in transportation containers differently than rectangular packages. In consideration of this, an “adjustment factor” of 0.785 is used when calculating the dimensional weight, ultimately lowering the assessed postage.

- Weigh the irregularly shaped item
- Determine if measurements are required (use a measurement template if available)
- Multiply length, width, and height (round off each individual measurement to the nearest whole inch). Then multiply by the **0.785 adjustment factor**.
- If the result is 1,728 cubic inches or less, dimensional pricing does not apply and postage will be based on the scale weight and the appropriate zone.
- If the result is more than 1,728 cubic inches, divide it by 194 to determine the dimensional weight. Round up any fraction of a pound to the next whole pound. The applicable postage is based on the scale weight or the dimensional weight, whichever is greater, and the appropriate zone.

Just as for regular (rectangular) shaped packages, measure the item’s longest dimension (length), width, and height. However, unlike rectangular-shaped packages, the width and height are not likely to be uniform dimensions, and will need to be measured at their maximum cross-sections.

Dimensional Weight Pricing: Irregularly Shaped Items



Example: 30" x 18" x 9" = 4,860 cubic inches x 0.785 = 3,815.1 / 194 = 19.67 pounds, which is rounded up to 20 pounds.

For example, in measuring the width and height of a football, the maximum cross-section is in the middle, where the football is thickest. (The length is the horizontal straight-line distance from one tip to the other and not the dimension of laying the tape directly on the football.)

What to Tell the Customer

Dimensional-weight pricing helps ensure that postage accurately reflects transportation and operational costs when a package is large in size and takes up a lot of space. Similar pricing practices are used by our competitors. For irregularly shaped packages, the 0.785 adjustment factor ensures a dimensional-weight assessment that is 21.5% lower than for rectangular-shaped packages. This is something that our competitors do not offer.

Job Aids (attached)

- Dimensional Weight Pricing Criteria and Calculations
- Frequently Asked Questions
- Worksheet for Manual Offices

Dimensional Weight Pricing Criteria & Calculations



Most packages will not be measured since they will not meet the below criteria.

Dimensional Weight Pricing Criteria

- 1) Priority Mail
- 2) Measures more than one cubic foot (1,728 cubic inches)
- 3) Item is destined for Zone 5 through 8

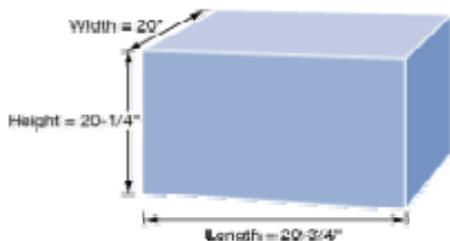
Determining Dimensional Weight Pricing

- 1) Weigh the item (round any fraction of a pound to the next whole pound)
- 2) Determine if measurements are required (use a measurement template if available)
- 3) If needed, measure the length, width, and height (round off individual measurements to the nearest inch) and enter measurements into retail equipment.

Dimensional weight will be calculated in POS ONE, IRT, and with an Electronic Scale or Postal Explorer CD-ROM at most manual offices. Other manual offices must perform steps 4 thru 6.

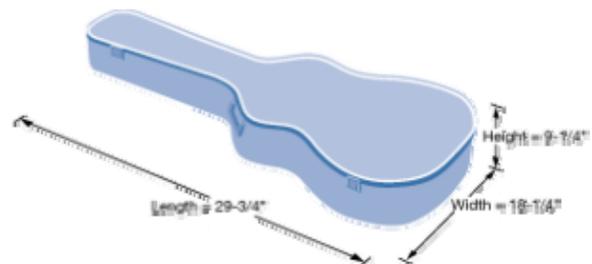
- 4) Multiply the length by the width by the height. This figure is the cubic capacity. If the result is 1,728 cubic inches or less, dimensional pricing does not apply. Postage will be based on the scale weight and the appropriate zone.
- 5) RECTANGULAR-SHAPED PACKAGE: If the result from #4 above is more than 1,728 cubic inches, divide it by 194 to determine the dimensional weight. Round up any fraction of a pound to the next whole pound. The applicable postage is based on the scale weight or the dimensional weight, whichever is greater, and the appropriate zone.
- 6) IRREGULARLY SHAPED PACKAGE: Multiply the result from # 4 above by the **0.785 adjustment factor**. If the result is more than 1,728 cubic inches, divide it by 194 to determine the dimensional weight. Round up any fraction of a pound to the next whole pound. The applicable postage is based on the scale weight or the dimensional weight, whichever is greater, and the appropriate zone. If the result is 1,728 cubic inches or less, dimensional pricing does not apply and postage will be based on the scale weight and the appropriate zone.

Dimensional Weight Pricing: Rectangular-Shaped Items



Example: $21'' \times 20'' \times 20'' = 8,400$ cubic inches /
 $194 = 43.29$ pounds, which is rounded up to 44
pounds.

Dimensional Weight Pricing: Irregularly Shaped Items



Example: $30'' \times 18'' \times 9'' = 4,860$ cubic inches $\times 0.785$
 $= 3,815.1 / 194 = 19.67$ pounds, which is rounded up
to 20 pounds.

Dimensional Weight Pricing Frequently Asked Questions



Q1. Why is dimensional weight pricing important with Priority Mail?

Dimensional weight pricing is an important component of Priority Mail because it allows our prices to better align with transportation costs. For example, air transportation costs are based on the cubic size (capacity) of the package—not its weight—while our current prices are weight-based. Dimensional weight pricing only applies to Priority Mail packages larger than one cubic foot and traveling to destinations within zones 5-8 (zones which use air transportation).

Q2. When dimensional weight pricing for Priority Mail packages is implemented, will there still be a (minimum) balloon rate?

Yes; for Priority packages measuring larger than 84-inches (but not more than 108 inches) in combined length and girth traveling to destinations within zones 1-4 that weigh less than 20 pounds. The minimum rate would be 20 pounds (up from 15 pounds).

Q3. Would anything mailed in a Priority Mail Flat-Rate Box ever be subject to dimensional weight pricing or the balloon rate?

No.

Q4. What if the dimensional weight exceeds 70 pounds?

The package is charged the maximum 70 pound rate.

Q5. Dimensional weight pricing calculations seem to be complicated. Will POS ONE and IRT support dimensional pricing?

Yes. POS ONE and IRT will perform the calculations for dimensional weight pricing when provided the appropriate measurements. Customers can also perform these measurements on the rate calculator available at usps.com.

Q6. How will manual offices perform the calculations for dimensional weight pricing?

Some manual offices will receive a new electronic scale that will support dimensional weight pricing. Other manual offices with an ACE computer can use a Postal Explorer CD-ROM to perform the calculations. Manual offices that don't receive an electronic scale and/or don't have an ACE computer will have to use a rate chart and can use the Dimensional Weight Pricing Worksheet (see Job Aid).

Dimensional Weight Pricing Worksheet for Manual Offices



1. Put package on scale for weight = _____ lbs. Round up any fraction of a pound to the next whole pound.
 2. Is the customer using USPS Priority Mail packaging?
 - a. NO - go to step #3
 - b. YES – Charge customer the rate based on scale weight (# 1) and appropriate zone.
 - c. Flat Rate Box – Charge customer the new Priority Mail Flat Rate Box price
 3. Is this Priority Mail package going to zones 5 through 8?
 - a. NO – Not subject to Dimensional Weight Pricing
 - b. YES - May be subject to Dimensional Weight Pricing; go to step 4
 4. Length _____ inches* 5. Width _____ inches* 6. Height _____ inches*
- * Be sure to round measurements (L, W, H) to the nearest whole inch.
7. Multiply Length X Width X Height = _____ Cubic inches
 8. Are the cubic inches in #7 above 1,728 cubic inches or less?
 - a. NO - go to step #9
 - b. YES – Charge customer based on scale weight (#1) and appropriate zone
 9. Is the package irregularly shaped?
 - a. NO - go to step #10
 - b. YES – Multiply the result in #7 by 0.785 adjustment factor = _____ Cubic inches
 - a. If more than 1,728 Cubic inches; go to # 10
 - b. If 1,728 Cubic inches or less; charge based on the scale weight (# 1) and appropriate zone
 10. If rectangular-shaped package: Divide result in # 7 by 194 = _____ lbs
If irregularly shaped package: Divide result in # 9b by 194 = _____ lbs
 11. Are the lbs in # 10 more than the scale weight (# 1)?
 - a. NO - Charge customer based on the scale weight (# 1) and appropriate zone.
 - b. YES – Charge customer based on dimensional pricing lbs (# 10) and appropriate zone.

Module 3: Balloon Rate Pricing

Objective:

- The retail employees will be able to recognize and effectively apply Balloon Rate pricing to packages that meet Balloon Rate criteria and to explain Balloon Rate pricing to customers.

Time Allocated for Module:

- 20 minutes

Instructional Methods:

- Presentation
- Discussion

Summary:

- Priority Mail Balloon Rate
- Parcel Post Balloon Rate
- Other Package Rates and Surcharge
- Process for Determining Rates

Participant Material Used:

- Participant's Guide
- Job Aids

Media Required:

- Flip Chart
- LCD Projector with Computer

Facilitator Notes:

Introduction & Objective:

Have a different participant read each section.

Balloon Rate and What Changed:

Facilitator reads Balloon Rate and What Changed.

Ask participants if they have any questions about the changes

Priority Mail Balloon Rate:

Have a participant read.

Parcel Post Balloon Rate:

Have a participant read.

Determining Balloon Rate:

Have a participant read.

Ask if everyone understands how Balloon Rate is determined.

Read and explain the “Tips & Tricks”.

What to Tell the Customer:

Have a participant read.

Have a different participant read the “Did you know?”

Selling Balloon Rate Packages:

Have a participant read.

Have a different participant read the “Did you know?”

Job Aids:

Review and discuss the Priority Mail Balloon Rate Pricing Criteria & Calculation Job Aid with the class.

Use a flip chart and have the class answer the Exercise Scenarios from the Priority Balloon Rate Exercise Scenarios Job Aid

If time permits, have participants review the Frequently Asked Questions Job Aid and ask if they have any questions.

RatePak 3

Guidelines for Retail Employees in
the United States Postal Service

Balloon Rate Pricing

Introduction

The new pricing change for Balloon Rate will include Priority Mail for local and zones 1 thru 4 and Parcel Post for all zones. It is important that retail employees understand the changes.

Objective

The objective of this module is to enable retail employees to recognize and effectively apply proper pricing that meet the Balloon Rate criteria and be able to explain Balloon Rate pricing to customers.

Balloon Rate

Balloon Rate covers the additional cost the Postal Service must pay to ground transport packages that are both large and lightweight, such as a fishing pole or a large basket.

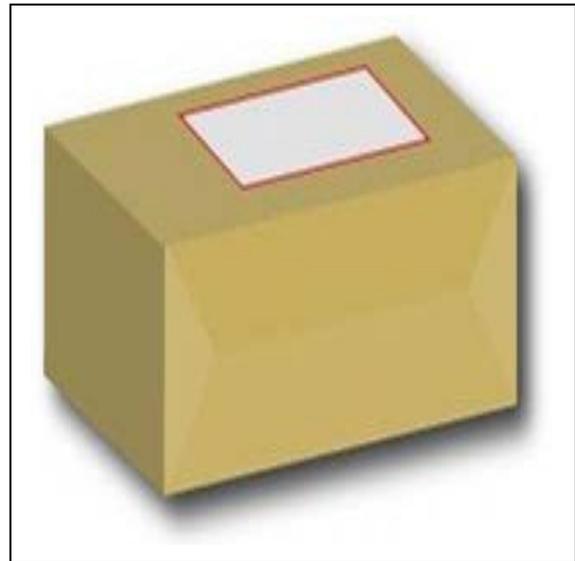
What Changed

- Priority Mail Balloon Rate applies to local and Zones 1-4. It no longer applies to Zones 5-8
- Minimum weight applied has increased from 15 pounds to 20 pounds. The 20 pound rate will be charged on Priority Mail and Parcel Post items that qualify

Things to Remember: any fraction of a pound is rounded up to the next whole pound.

Priority Mail Balloon Rate

Priority Mail Balloon Rate is applied to all items in local and destination zones 1-4 that weigh less than 20 pounds, measure more than 84 inches, and measure less than 108 inches in combined



length and girth. These items must be charged the minimum 20 pound rate for the destination zone to which they are addressed. An easy way to remember is that balloons POP. So balloon rate applies to either Priority or Parcel (POP) items. Rates for Priority Mail Zones 5-8 will be based on dimensional weight and not Balloon Rate (refer to Module 2).

Parcel Post Balloon Rate

Parcel Post items will continue to be assessed the balloon rate based on established criteria (items that measure more than 84 inches and less than 108 inches in combined length and girth.). Parcel Post Balloon Rate will still apply to all zones. The only change is the minimum weight applied has increased from 15 pounds to 20 pounds.

Did you know?

The criteria for nonmachinable and oversize packages will remain unchanged.

Determining Balloon Rate

Follow the below sequence for determining if Balloon Rate should be applied:

- Measures more than 84 inches and less than 108 inches in combined length and girth.
- Class of Mail (Priority Mail or Parcel Post).
- Weight less than 20 pounds. Round any fraction of a pound up to the next pound: i.e. 5.2 lbs. to 6 lbs.
- Destination Zones. Priority Mail: Local and zones 1-4 and Parcel Post: all zones.
- If item meets the above criteria, the 20 pound rate is applied.

TIPS & TRICKS:

Packages that measure less than 17 inches in length do not qualify for balloon rate. Additional measurements are not required.

Participants should refer to Priority Mail Balloon Rate Pricing Job Aid.

What to Tell the Customer

With rising transportation costs, the size and dimension of packages have a greater bearing on cost than in the past. The more space a package occupies, the more costly it is to transport.

Balloon pricing helps ensure that shipping costs accurately reflect transportation and operational costs when a lightweight package is large in size and takes up a lot of space.

Did you know?

Package mailed using any of our Express Mail packaging, Priority Mail packaging, or Flat-Rate boxes are not subject to balloon pricing.

Express Mail packaging, Priority Mail packaging, and Priority Flat Rate boxes are available at post offices and can be ordered online at usps.com

***Note:** Balloon Rate calculations are supported in POS and IRT. Manual offices can perform calculations with an electronic scale or a Postal Explorer CD-ROM. Electronic scales will be provided to approximately 2,900 manual offices. The Postal Explorer CD-ROM can be used on an ACE computer. Other manual offices will have to use a Ratefold.*

Selling Balloon Rate Packages

Encourage customers to use Priority Mail packaging and Priority Mail Flat Rate Boxes.

Encourage customers who are concerned about the cost to use smaller packaging (if possible) to reduce costs and explain that competitors charge similar fees.

Did You Know?

Priority Mail Balloon Rate and Dimensional Weight Pricing measurements differ – Balloon Rate is the length plus girth combined and applies to zones 1 thru 4; Dimensional Weight is length x width x height and applies to zones 5 thru 8.

Parcel Post Balloon Rate still applies to all zones.

Job Aids (attached)

- Priority Mail Balloon Rate Pricing – Criteria & Calculations
- Balloon Rate Frequently Asked Questions

Resources

- Notice 123, Ratefold*
- DMM 100*
- Special Postal Bulletin
- Quick Service Guide
- usps.com/ratecase
- Templates

* Also available in Postal Explorer

Priority Mail Balloon Rate Pricing Criteria & Calculations



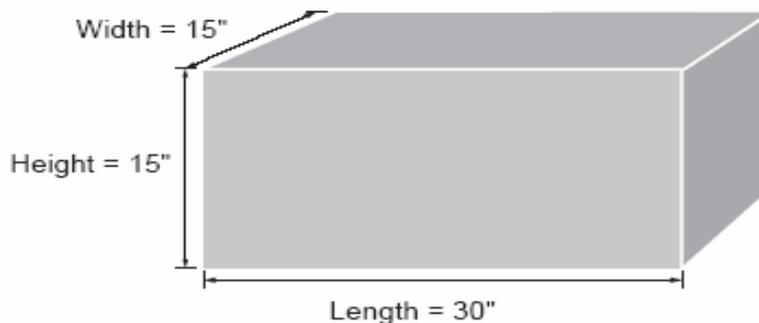
Most packages will not be measured since they will not meet the below criteria.

Priority Mail Balloon Rate Pricing Criteria

- 1) Priority Mail
- 2) Length and girth combined is more than 84 inches (but not more than 108 inches)
- 3) Weight-minimum 20 pounds
- 4) Item is destined for local and zones 1 through 4

Determining Priority Mail Balloon Rate Pricing

- 1) Weigh the item and round any fraction of a pound up to the next whole pound. For example if your package weighs 5.2 pounds, the shipping weight is 6 pounds.
- 2) Determine if measurements are required (use measurement template if available)
- 3) REGULAR-SHAPED PACKAGE: Measure the longest side (length) and the girth. Combine the two measurements for the total measurement (see example below for measuring the girth of regular, rectangular packages).
- 4) IRREGULAR-SHAPED PACKAGE: Measure the longest dimension (length), if the package is irregularly shaped, measure girth as the distance around the thickest part of the package. Combine the two measurements for the total measurement.
- 5) If the result in #3 or #4 is less than 84 inches, balloon rate pricing does not apply. You can calculate postage based on the actual scale weight and zone.
- 6) If the result in #3 or #4 is more than 84 inches (but is not more than 108 inches), the 20-pound minimum balloon rate applies. Postage is assessed at the package's scale weight or 20 pounds, whichever is greater, and the zone.



Measuring the Girth:

The girth of a rectangular shaped package is twice the width plus twice the height. In the example above girth is 60 inches. In addition, the length plus girth combined is 90 inches, so Balloon Rate pricing would apply to the example above.

Balloon Rate Pricing Frequently Asked Questions



Q1. Are ReadyPost Boxes and USPS-supplied boxes subject to Balloon Rate Pricing?

Most USPS-supplied boxes (i.e., Express, Priority Mail, & Ready Post) will not qualify for the balloon rate. The only two boxes that currently could qualify for a parcel surcharge based on size are the 17x17x17 and 20x20x20 ReadyPost Box.

Q2. What is Priority Mail Balloon Rate pricing and what are its parameters?

It applies to packages measuring between 84 and 108 inches in length plus girth, traveling to local and zones 1-4, and weighs less than 20 pounds. Such packages are assessed at the 20 pound rate. As with dimensional weight pricing, balloon rate pricing does not apply to USPS Priority Mail packaging. Priority Mail Balloon Rate pricing helps ensure that rates accurately reflect transportation costs when packages take up a lot of space.

Q3. What are the changes to Parcel Post Balloon Rate?

The only significant change to Parcel Post is the revision to the minimum balloon rate from 15 pounds to 20 pounds for packages measuring larger than 84 inches but not more than 108 inches in combined length and girth. Parcel Post Balloon Rate still applies to all zones.

Q4. Would anything mailed in USPS Priority Mail packaging ever be subject to dimensional weight pricing or the balloon rate pricing?

No.

Q5. Can you assess a package with more than one surcharge?

Yes, a Parcel Post package could be assessed with a Balloon Rate Surcharge and a nonmachinable rate.

Q6. How will manual offices perform the calculations for Balloon Rate pricing?

Some manual offices will receive a new electronic scale that will support Balloon Rate pricing. Other manual offices with an ACE computer can use a Postal Explorer CD to perform the calculations. Manual office that don't receive an electronic scale or have an ACE computer will have to use a rate chart.

Balloon Rate Pricing Exercise Scenarios



Exercise 1:

A customer wants to mail a Priority Mail package that weighs 15.2 pounds to zone 1. The dimensions of the package are L18 x W13 x H12.

Is a Balloon Rate charged and if so at what weight?

What if the customer is mailing the same Priority Mail package to zone 5?

Exercise 2:

A customer wants to mail a Parcel Post package that weighs 13.4 pounds to zone 5. The dimensions of the package are L17 x W17 x H17.

Is a Balloon Rate charged and if so at what weight?

Exercise 3:

A customer wants to mail a Priority Mail package that weighs 14.2 pounds to zone 3. The dimensions of the package are L21 x W16 x H16.

Is a Balloon Rate charged and if so at what weight?

What if the customer is mailing the same Priority Mail package to zone 7?

Module 4: Domestic Insurance

Objective:

- The retail employee will be able to implement the revised domestic insurance product and explain the improvements to customers.

Time Allocated for Module:

- 15 minutes

Instructional Methods:

- Presentation
- Discussion

Summary:

- Defining the Value
- What Changed
- Describing the New Insurance Product
- Selling Insurance

Participant Material Used:

- Participant's Guide
- Notice 123, Ratefold
- Job Aids
- Frequently Asked Questions (FAQ's)

Media and Supplies Required:

- Flip Chart with Markers
- LCD Projector with Computer

Facilitator Notes:

Have a different volunteer read the Introduction and the Objective.

Defining the Value

The facilitator reads the entire value section.

What Changed

- Have a volunteer read the first two bullets to the group.
- Have a volunteer read the next bullet to the group.
- Have a volunteer read the next two bullets to the group.
- Have a volunteer read the last bullet to the group.

Discuss the above changes with the group. No more “unnumbered” and “numbered”.

Describing the New Insurance Product

Have a volunteer read the first sentence and the first list item discussing claims.

Have a volunteer read the second list item discussing the bar-coding of all insured items – the importance to customers and to the Postal Service. Discuss the value of internal visibility.

Have a volunteer read the section under claims regarding adjudication. Post Office employees will continue to process and pay local claims \$50 and under. Has anyone received a local claim? Group discussion.

Have a volunteer read the section about online claims. Ask if anyone has sent a claim to St. Louis for processing and how long it took for resolution.

Selling Insurance

Have a volunteer read the entire section, stopping before “Did you know?”

Facilitator reads the “Did You Know” section about Alternate Access and reminds the learners that the revenue does go back to the post office.

Have facilitator review the new rate chart with the class – pointing out the major changes.

If time permits, have participants review the FAQ’s and discuss.

RatePak 4

Guidelines for Retail Employees in the United States Postal Service

Domestic Insurance

Introduction

Customers and USPS employees will notice changes in the product and the prices for domestic insurance. Some insurance prices have decreased, and others have increased. Over the next few years, we will continue to make improvements to the Insurance product for these reasons:

- To improve customer satisfaction
- To implement more efficient processing for employees and customers
- To help grow revenue

Objective

Retail employees will be able to implement the revised domestic insurance service and rate changes.

Defining the Value

The Postal Service continues to provide quality insurance coverage for our customer's valuable shipments. With expanded access, ease of use, and customer service we offer a solution for every customer need.

To Customers

Insurance provides peace of mind and indemnity coverage for items that may be lost or damaged while in the possession of the Postal Service. In FY 2006, over 51 million items were shipped with postal insurance included.

To the Postal Service

Adding insurance to valuable items increases customer satisfaction and postal revenue.

The image shows a USPS Domestic Only Insured Mail Receipt form (PS Form 3813-P, May 2007). The form is blue and white, featuring a barcode and various fields for postage, insurance fees, and recipient information. It includes checkboxes for 'Fragile', 'Hazardous', 'Perishable', and 'Liquid' items, and a section for 'OFFICIAL USE' with a 'Postmark Here' area.

What Changed

- All domestic insured items are now barcoded and have internal visibility (there are two separate labels)
- Items \$200 and under now require a scan at delivery (no signature) – form 3813 is black and white
- PS Form 3813-P (items insured for \$200.01 and above) is now used only for domestic insurance and a signature with a delivery scan is required - form 3813-P remains the blue color
- The two categories should be referred to as “Insurance with a Signature” and “Insurance without a Signature”
- For insurance valued at \$50 - \$200, fees are decreasing
- Click-N-Ship and eBay customers who purchase Postal Service insurance online can now file their claims online at www.usps.com

See the International Rate Case Training module for specifics on International Insurance.

Describing the New Insurance Product

Domestic Insurance improved in two major areas:

1. Claims processing – customers can now file their insurance claims online; however, this option is restricted to insurance purchased through eBay and Click-N-Ship.
2. Internal visibility – adding a barcode to **all** insured items provides the Postal Service access to internal scan data.

Did you know?

Domestic insurance purchased by itself does not provide the customer access to delivery information online or by phone (no external tracking). Customers must purchase other confirmation services such as Delivery Confirmation or Signature Confirmation to access this information.

Processing Claims

For retail insurance claims \$50 and under, adjudication and payment will remain at the local level. Remember to send a copy of the completed PS Form 1000 to the St. Louis Accounting Service Center (ASC). For retail insurance claims over \$50, the completed Form 1000 must first be submitted to the local post office and then sent to the St. Louis ASC for adjudication and payment.

Online insurance claims (Click-N-Ship and eBay) are electronically transmitted to the St. Louis ASC, which expedites the resolution time. Customers are still required to present damaged items in addition to the packaging to any post office to substantiate their claims.

Selling Insurance

Retail employees should offer insurance to customers as a value-added service providing indemnity coverage against loss or damage. Inform customers that items are only covered for the actual value at the time of mailing.

Insurance is now a better value for some customers as many of the prices for increments have decreased. Some examples of the new prices include:

- Additional insurance from \$100-\$200 with Express Mail has decreased from \$1.05 to \$0.75
- Price decreased from \$2.30 to \$2.05 for Insurance coverage from \$50.01 to \$100.00
- Price decreased from \$3.35 to \$2.45 for Insurance coverage from \$100.01 to \$200.00

Selling insurance is an opportunity to provide peace of mind to the customer and to grow revenue for the Postal Service.

Did you know?

Customers may purchase up to \$500 of postal insurance at these alternate access locations: Automated Postal Centers (APCs), Click-N-Ship and the eBay Shipping Zone.

For Further Information

Job Aids (attached)

- Insurance PS Forms 3813 and 3813-P
- Frequently Asked Questions

Other Sources

- Notice 123, Ratefold
- Quick Service Guide
- Domestic Mail Manual
- Postal Operations Manual
- Notice 122
- Publication 122
- www.usps.com
- Postal Bulletin
- Rate Case Coordinators

Domestic Insurance Frequently Asked Questions



Q1. Will there only be one Insurance label now?

No, two Insurance labels (3813 and 3813-P) will still exist, but they will both have barcodes.

Q2. What label do I use to mail International Insurance?

Use only the customs form, not the domestic Insurance labels. Refer to the International product changes for more information.

Q3. Will customers be able to look up the delivery information on www.usps.com for Insured packages?

No, only if they purchased another confirmation service with Insurance: Delivery Confirmation, Signature Confirmation, etc.

Q4. What level of Insurance can customers purchase online and at the APCs?

The level is still \$500 for Online (Click-N-Ship and eBay) and at the Automated Postal Centers (APCs). The limit at the retail counter is \$5,000.

Q5. What are the new break points for Insurance?

Minimum Insurance has been revised to be named “Insurance without a signature” and goes up to \$200 (changed from \$50), will use Form 3813. For Insurance purchased for \$200.01 or more, Form 3813-P will be used for “Insurance with a signature”.

Q6. Are the Insurance prices going up or down?

Insurance from \$0.01 to \$50.00 is increasing by \$0.30, Insurance from \$50.01 to \$200 is decreasing, and Insurance from \$200.01 to \$300 is increasing by \$0.20. The cost per additional \$100 is decreasing from \$1.05 to \$0.90. The insurance prices for coverage between \$50.01 and \$200 are decreasing due to reduced delivery costs (not capturing the signature).

Q7. Can all customers file their insurance claims online now?

No, only Click-N-Ship and eBay insurance customers can file their claims online.

Domestic Insurance Frequently Asked Questions



Q8. Can customers insure any mailpiece?

No, it must be packaged properly and must contain merchandise.

Q9. Does Priority Mail automatically include \$100 of insurance?

No, there is an additional fee for Insurance on Priority Mail. Express Mail does automatically include \$100 of insurance.

Q10. What are retail employees to do once they receive damaged items and the packaging from customers who file online Insurance claims?

The customer will bring in a copy of their completed online claim (which includes the article number), the damaged item, and the packaging materials. The Post Office will need to complete PS Form 2856, Damaged Report of Insured Parcel and Content - without having the customer view it. Then, the Post Office will fax or mail the two forms to the St. Louis ASC to finish the claim processing.

Q11. Is the elliptical stamp still required for insured mail items valued under \$50?

No because a numbered barcoded label is now required on all insured mail items.

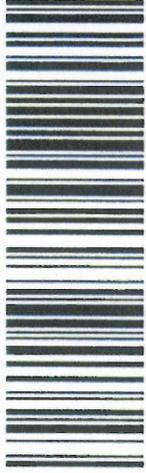
Q12. Are customers that purchase insurance online through eBay and Click-N-Ship restricted to filing their claims online?

Click-N-Ship and eBay insurance customers are encouraged to file their claims online, but are also permitted to file their claims at a retail unit. Claims filed online will be processed quicker than offline claims, resulting in increased customer satisfaction.

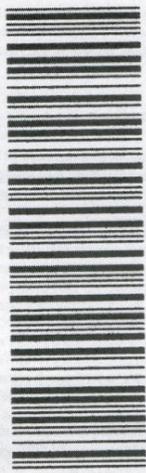
Domestic Insurance New Labels



New 3813-P, For Insurance over \$200-\$5000

VA 269 650 195 US United States Postal Service® INSURED MAIL - DOMESTIC ONLY		VA 269 650 195 US VA 269 650 195 US	<p style="font-size: small;">NOTE: To file a claim for damage or loss of contents, the article, container, and packaging must be presented.</p>	DOMESTIC ONLY Over \$200
OFFICIAL USE				
U.S. Postal Service® INSURED MAIL RECEIPT		<input type="checkbox"/> Fragile <input type="checkbox"/> Hazardous <input type="checkbox"/> Perishable <input type="checkbox"/> Liquid Insurance Coverage:		
Postage	\$	Postmark Here		
Insurance Fee				
Restricted Delivery Fee (endorsement required)				
Special Handling Fee				
Return Receipt Fee (endorsement required)				
Total Postage & Fees	\$			
Sent to: Street, Apt. No., or PO Box No. City, State, ZIP+4®				
PS Form 3813-P, May 2007		See Reverse for Instructions		

New 3813, For Insurance \$200 and under

1307 0590 0000 0001 2633 United States Postal Service® INSURED MAIL - DOMESTIC ONLY		1307 0590 0000 0001 2633 1307 0590 0000 0001 2633	<p style="font-size: small;">NOTE: To file a claim for damage or loss of contents, the article, container, and packaging must be presented.</p>	DOMESTIC ONLY \$200 and under
OFFICIAL USE				
U.S. Postal Service® INSURED MAIL RECEIPT		<input type="checkbox"/> Fragile <input type="checkbox"/> Hazardous <input type="checkbox"/> Perishable <input type="checkbox"/> Liquid Insurance Coverage:		
Postage	\$	Postmark Here		
Insurance Fee				
Special Handling Fee				
Total Postage & Fees	\$			
Sent to: Street, Apt. No., or PO Box No. City, State, ZIP+4®				
PS Form 3813, May 2007		See Reverse for Instructions		

Module 5: P.O. Boxes and Caller Service

Objective:

- The retail employee will be able to issue and collect revenue for PO Boxes/Caller Service at the new fees, and to respond to customers' inquiries about why their fees have changed.

Time Allocated for Module:

- 15 minutes

Instructional Methods:

- Presentation
- Discussion

Summary:

- Defining the Value
- Explaining Fee Changes
- Using WebBATS
- What to Tell the Customer

Participant Material Used:

- Participant Guide
- Job Aids

Media Required:

- Highlighters
- Flip Chart with Markers
- LCD Projector with Computer

Facilitator Notes:

Ask different participants to read the 'Introduction' and the 'Objective'.

Defining the Value

Ask the question: "Why would a customer prefer PO Box or Caller Service to carrier delivery?"

Read 'Defining the Value' to include 'To Customer' and 'To the Postal Service'

Explaining Fee Changes

Have a volunteer to read 'Why fees changed'

Facilitator reads 'What Changed' and reviews with the participants the 'PO Box & Caller Service Fees' Job Aid.

Ask the participants to highlight their facility Fee Group on the 'PO Box & Caller Service Fees' Job Aid.

Ask a volunteer or select a participant to read 'How fees are determined'

Ask the question "Are the box locks being changed after the 10 day grace period at your facility?" "If the customer comes in after the grace period with payment do you charge the lock change fee?" Discuss

Note: The box lock must be changed for nonpayment (after 10th day), the original box customer must be charged the lock change fee of \$14.00 to reactivate the original box.

Read "Did you know?" in the box and ask the participants if they understood the information in the "Did you know?" box. Explain further if necessary.

Using WebBATS

Read "Determining your office fee group" and explain the three places the participants can find their office's fee group.

What to Tell the Customer

Read "What to Tell the Customer" and ask if they have any questions.

Have participants review the "Semi-Annual Fees" Job Aid.

If time permits, have participants review the FAQs and discuss.

RatePak 5

Guidelines for Retail Employees in
the United States Postal Service

Post Office Box & Caller Service

Introduction

PO Box and Caller Service increases customer satisfaction and generates postal revenue. The Postal Service is continuing to align the box/caller service actual cost with the service we provide. As a result, many of the facilities will experience changes to their fee groups.

Objective

Retail employees will be able to issue Post Office Boxes or Caller Service, collect revenue at the new fees, and inform customers why the fees have changed.

Defining the Value

PO Boxes and Caller Service have value to both customers and the Postal Service. Businesses and residential customers have rated security as the #1 reason why they have a PO Box or Caller.

To Customers

PO Box/Caller Service fees are very reasonable and continue to be an excellent value. Primary benefits to customers who use PO Boxes or Caller Service are:

- Privacy
- Convenience
- Security
- Affordability
- Earlier Delivery



To the Postal Service

In FY 2006, the Postal Service collected over \$800 million in revenue from PO Box/Caller Service fees. Providing these options for residential and business customers meets a need in the community – and increases overall customer satisfaction. PO Boxes utilize space in Post Office lobbies and provide a valuable customer service. These services also increase revenue for the Postal Service by using a cost-effective delivery channel.

Explaining Fee Changes

Why fees changed

Our costs increase when fuel, electricity, and labor costs increase. Customers' fee changes are reflective of commercial real estate costs for their specific Post Office location. These changes are a continuance of the PO Box fee realignment – creating more consistent costs per square foot.

For additional information refer to Frequently Asked Questions (FAQs)

What changed

- Caller Service fees are now based on the local facility fee groups and are no longer one set fee
- PO Box and Caller/Reserve Service fees (In addition to a fee increase, many offices are now under a different fee group)
- Lock replacement fees
- Additional/Replacement Key fees

Refer to the PO Box Fee Job Aid with the new PO Box and Caller Service fees. This information will also be available in WebBATS.

How fees are determined

PO Box and Caller Service fees are based on commercial real estate costs. Different locations may experience a wide variety of price changes due to the Postal Service's continuous effort to equitably realign PO Box and Caller Service prices.

Did you know?

When the box lock is changed for nonpayment (after ten day grace period); the customer must be charged the lock change fee of \$14.00 to reactivate the original box.

Using WebBATS

Web Box Activity Tracking System (WebBATS) was developed to uniformly manage PO Boxes across the nation. WebBATS tracks PO Box transactions; due dates, box information, fee groups, and provides management reports for service and operational improvements.

Determining your Fee Group

WebBATS will have the correct fees and fee group assignments the day the rate case is implemented. Offices on WebBATS should use this system to determine their proper fee group assignment. Since many box sections will be changed to a different fee group, determining your office's proper fee group is critical to charging the correct PO Box and Caller Service fees at the window.

Plans are to update the POS terminals. Check with your supervisor for fee group assignment for your office. If PO Box fees in POS and WebBATS do not match, the fee group in POS will need to be changed to reflect the fee group in WebBATS.

IRT and Manual Offices who do not have access to WebBATS can find their fee group assignment in Publication 431.

Note: All offices with PO Boxes should be on WebBATS.

Quick Tips:

When entering payments received into WebBATS, enter the exact date the customer provided the payment.

Utilize the waiting list feature in WebBATS when one or more sizes are sold out.

What to Tell the Customer

Our costs of doing business like all other businesses, increases when fuel, electricity, and other business expenses increase. Post Office Box and Caller Service fees are still less expensive than competitors who rent Private Mail Boxes (PMB). The Postal Service places a high priority on security and privacy, and strives to provide early delivery and convenient service for PO Box customers.

Job Aids (attached)

- PO Box Fee Table
- PO Box/Caller Service Q & A

Other Sources

- www.usps.com/poboxes
- Postal Bulletin
- blue.usps.gov/delivery/po_box/toolkit.htm
- blue.usps.gov/cpim/ftp/pubs/pub431.pdf

Post Office Box / Caller Service Semi-Annual Fees



Post Office Box / Caller Service Fees – Semi-Annual

Post Office & Caller Service Fees - Semi-Annual						
Fee Group	Box Size					Caller Service
	1	2	3	4	5	
1	\$42	\$64	\$118	\$242	\$390	\$630
2	\$35	\$54	\$94	\$184	\$326	\$550
3	\$28	\$46	\$84	\$150	\$250	\$485
4	\$20	\$34	\$52	\$102	\$196	\$475
5	\$18	\$26	\$48	\$88	\$148	\$465
6	\$13	\$20	\$35	\$62	\$110	\$415
7	\$10	\$16	\$28	\$48	\$86	\$370
E	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Reserve Caller Numbers Annual Fee *						\$38.00
Key Deposit Refundable Fee						\$1.00
Key Duplication or Replacement Fee						\$6.00
Lock Change Fee						\$14.00

* Note: Reserve Caller Fees are annual fees.

Post Office Box / Caller Service Frequently Asked Questions



Q1. Why did my Post Office (PO) Box Service fees increase?

As with all businesses, costs increase when fuel, utilities, and other business expenses increase. PO Box fees are still very reasonable and continue to be an excellent value.

Q2. Why do I pay more for PO Box Service at this office while the same size box at the post office five miles from here costs less?

PO Box fees are based on commercial space costs. Facilities with higher commercial space costs pay higher fees than facilities with lower commercial space costs. In some instances, PO Box fees have decreased.

Q3. Why did my Caller Service fees increase?

As with PO Box fees, Caller Service fees now reflect the commercial space cost related to providing Caller Service. They are now divided into seven fee groups similar to PO Box Service. The fees have not increased in all cases. There are two Caller Service fee groups that will pay less.

Q4. Why have some Caller Service fee groups increased while other Caller Service fee groups decreased?

The increase or decrease in Caller Service fees is directly related to the commercial space cost and the cost to provide the service.

Q5. What are fee groups?

Fee groups are basically a group of post offices with similar costs.

Q6. Why were Caller Service fees assigned to fee groups?

Similar to PO Box Service, the cost to provide Caller Service is related to the commercial space costs and cost associated to facilitate this service. Based on this, postal costs vary across the country in different postal facilities. Caller Service fees are now more directly aligned with PO Box fees. Some fee groups actually decreased in costs.

Q7. Why do rates differ for different PO Box sizes?

Pricing our product in accordance with cost means consumers pay a price that covers the cost of the resources consumed in providing the service. Applying this equitable pricing principle to PO Box Service means that PO Box customers who choose services that are more costly to provide (such as larger box sizes) pay higher fees than customers who choose less costly services (such as smaller box sizes).

Post Office Box / Caller Service Frequently Asked Questions



Q8. Why did key and lock replacement fees increase?

The price of these services increased based on the related cost to provide these services. Simply, they reflect the cost of an individual to make additional keys or replace locks.

Q9. Where do I find my fee group assignment?

WebBATS will have the correct fees and fee group assignments the day the rate case is implemented. WebBATS offices should use this system to determine the fee group assignment for your box section.

The POS terminals will also be updated the day the rate case is implemented. Offices who are not on WebBATS can find their fee group assignment in POS or Publication 431.

IRT and Manual offices who do not have access to WebBATS can find their fee group assignment in Publication 431.

Q10. What if the fee group in POS is different from the fee group assigned by WebBATS?

Supervisor must change the POS fee group to reflect the fee group in WebBATS.

Q11. How do I find my fee group in WebBATS?

Log into WebBATS, select **Utility**, select **Facility**, and the assigned fee group will be displayed in **Fee Group** field.

Q12. Where do I find the new PO Box/Caller fees in WebBATS?

Log into WebBATS; select **Report**; select Rates.

Good to know!

Now is the time to emphasize and promote the strengths of PO Box Service such as security, privacy, early delivery, and convenience. Additional selling tools can be found in the PO Box Marketing Toolkit Guidebook which can be found on <http://blue.usps.gov/marketing/productmanagement/specialservices.htm>

Module 6: International Products

Objective:

- The retail employee will be able to communicate with customers the USPS simplified international shipping solutions.

Time Allocated for Module:

- 30 minutes

Instructional Methods:

- Presentation
- Discussion
- Review of Job Aids

Summary:

- Introducing International Product Simplification

Participant Material Used:

- Participant's Guide
- Role Play props:
 - Express Mail flat rate envelope (EP-13A), Global Priority Mail (GPM) small flat rate envelope (EP-15B), GPM Tyvek envelope (EP-15-GP), GPM variable weight sticker (DEC-10), GPM variable weight box (0-1099), Priority Mail small window envelope (EP-14H), Priority large flat rate envelope (EP-14F), Priority Tyvek envelope (EP-14), Priority Flat Rate boxes and variable weight box
 - IMM
 - Customs Forms: PS Form 2976-A (white), PS Form 2976 (green)
 - Express Mail label 11-B
 - International Retail Product Standard Operating Procedures (SOP)

Media Required:

- Flip Charts and Markers
- LCD Projector with Computer

Facilitator Notes:

Have a volunteer read the Introduction and Objective

Ask the questions: “Have you had experience with selling USPS international services?”

“What was the biggest challenge?”; “Are you aware of the changes to international products?”

Introducing International Product Changes

Have a volunteer read the section “Introducing International Product Changes”

Refer to job aid: Features and Benefits Product Sheet

Give participants two minutes to review job aid, ask if there are any questions

Present the RatePak and give them 5 minutes to review the information:

- Global Express Guaranteed
- Express Mail International
- Priority Mail International
- First Class Mail International
- Economy Services

Product Role Play & props – **as time permits**

Split in groups of two (retail associate/customer)

Make sure you have all appropriate props

Special Notes:

Role Play #1

Part A props: Express Mail flat rate envelope that has “domestic use only” printed on it.

Part B props: IMM (country pages), customs forms, product SOP – which states coins, jewelry, watches and other valuables are prohibited in EMI.

Role Play #2

Part A props: GPM small flat rate envelope can be sold at the new Priority Mail International large flat rate, or offer customer large PMI flat rate envelope. What would be some other options that you could offer a customer if they decided they did not want Priority mail service?

Part B props: Inform customer that GPM Tyvek envelope no longer has the GPM rate. Sell PMI variable weight option. (inform customer that they can use the Priority Mail Tyvek envelope-show example)

Part C props: Inform customer that GPM variable weight is no longer available and sell the PMI variable weight or flat rate box options. (inform customer that all Priority Mail packaging supplies can be used for PMI – show examples)

Review the job aids and close the session, ask “Are there any questions?”

RatePak 6

Guidelines for Retail Employees in the United States Postal Service

International Products

Introduction

The Postal Service has made International Products more clear cut and easy to use. Trusted USPS Domestic product names—First Class Mail, Priority Mail and Express Mail—have been extended to International shipping.

Review job aid: Feature and Benefits (FaB)

Objective

Participants will be able to communicate with customers the simplified international shipping solutions.

Value to Customers

- Provides customers clear and concise options to choose from
- Recognizable brand/product names
- Use same supplies for domestic and international shipments
- Quick, easy and convenient
 - Prepare and pay for shipments online with discounts
 - Request carrier pickup

Value to the Postal Service

- Eliminates the confusion associated with International Products
- Easier for RA's to explain to customers
- Use same supplies for domestic and international



Introducing International Product Simplification

International services have been reorganized from eight products offered today into four simplified groupings:

- Today we offer a document and non-document GXG service. This will become one offering.
- Global Express Mail will become an extension of domestic Express Mail and will be called Express Mail International.
- Air and Economy Parcel Post and Global Priority Mail will be combined into Priority Mail International.
- Air and Economy Letter Post will be combined into First Class Mail International

Global Express Guaranteed (GXG)

- Document and merchandise rates have been combined into one rate;
- New online 10% discount

Express Mail International (EMI) – formerly Global Express Mail

- All Express Mail domestic packaging can be used for international shipments
- Express Mail flat rate envelope now offers one rate for Canada/Mexico and one rate for all other countries
- Specific average business day delivery will now be displayed on POS ONE screens and the online Rate Calculator
 - The delivery days will vary based upon origin and destination
- New online 8% discount for postage paid online using combined mailing label/customs form, PS Form 2976-A-EMI

Did you know? Coins, jewelry, watches and other valuables are prohibited in EMI; always check prohibitions, restrictions, and observations in the IMM, country pages.

Review job aid: EMI role play.

Priority Mail International (PMI) – formerly Global Priority Mail (GPM) and Global Air Parcel Post

- Priority Mail International is now available to over 190 countries for items weighing up to country maximum limits
- All domestic Priority Mail packaging can be used for Priority Mail International shipments
- Priority Mail large flat rate envelope now offers one rate for Canada/Mexico, one rate for all other countries
 - Requires Customs Declaration Form, PS Form 2976
 - 4 pound maximum
 - Registered mail service without insurance available for extra fee
- Priority Mail flat rate boxes now offers one rate to Canada/Mexico and one rate for all other countries
 - 20 pound maximum

- Priority Mail flat rate boxes and variable rates require Customs Declaration Form, PS Form 2976-A
- Limited insurance coverage provided
- Additional insurance coverage may be purchased.
 - Insurance form PS 3813-P is no longer needed for PMI parcels
 - Record the insured amount on the customs form and present the customer’s copy of the 2976-A as their receipt
- New online 5% discount for postage paid online using combined mailing label/customs form, PS Form 2976-PMI or PS Form 2976-A-PMI.

Did you know? Old GPM packaging may be used, but will be priced at the new applicable PMI rates.

Review job aid: See PMI role play.

First Class Mail International (FCMI) – formerly Air Letter Post

- Aerogrammes will no longer be sold
 - Aerogrammes brought in by a customer can either be refunded or mailed with appropriate additional postage based on destination
- Recorded Delivery (extra service) is no longer available

Did you know? There is a 4 pound maximum. Free matter for the blind will be upgraded to air service.

Economy Services

- USPS no longer offers economy services

Job Aids (attached)

- Features & Benefits Product Sheet & Pocket Guide
- Product Role Play with props
- Frequently Asked Questions

Other Sources

- IMM
- Publication 51
- PSTN/DVD/Streaming Video on BLUE
- eLearning
- Quick Service Guide
- Product SOPs
- Rate Case Coordinators
- <http://www.usps.com/international>
- <http://www.usps.com/ratecase>

Features & Benefits Product Sheet and Pocket Guide



Today	May 14
<p>Global Express Guaranteed (doc) Global Express Guaranteed (non doc)</p>	<p>Global Express Guaranteed</p> 
<p>Global Express Mail</p>	<p>Express Mail International</p> 
<p>Airmail Parcel Post Economy Parcel Post Global Priority Mail</p>	<p>Priority Mail International</p> 
<p>Airmail Letter Post Economy Letter Post</p>	<p>First Class Mail International</p> 

Features & Benefits Product Sheet and Pocket Guide



Product	Features	Time in Transit Business Days	Rates
<p>Global Express Guaranteed</p> 	<ul style="list-style-type: none"> -Service to over 190 countries -Money back delivery guarantee -Tracking available -Free \$100 Insurance -Free Packaging & Carrier Pickup -10% discount online 	1 to 3	Starting @ \$28.50
<p>Express Mail International</p> 	<ul style="list-style-type: none"> -Service to over 190 countries -Guaranteed to select destinations -Tracking available -Free \$100 Insurance -Flat Rate Envelope -Free Packaging & Carrier Pickup -8% discount online 	3 to 5	Starting @ \$22.00 \$22.00 Canada & Mexico \$25.00 All other countries
<p>Priority Mail International</p> 	<ul style="list-style-type: none"> -Service to over 190 countries -Tracking to major destinations -Flat Rate Envelope and Flat Rate Boxes -Registered Service w/o insurance (flat rate envelope only) -Free Packaging & Carrier Pickup -5% discount online 	6 to 10	Starting @ \$16.00 Flat Rate Envelope: \$9.00 Canada & Mexico \$11.00 All other countries Flat Rate Boxes: \$23.00 Canada & Mexico \$37.00 All other countries
<p>First Class Mail International</p> 	<ul style="list-style-type: none"> -Service available worldwide -Registered Mail w/o insurance available 	Varies by destination	Starting @ \$.69 for one ounce letter or postcard to Canada & Mexico

International Products Role Plays



#1 – Express Mail International

Part A:

Customer comes in with prepared domestic flat rate Express Mail envelope going to China. How would you handle the transaction?

Part B:

Customer comes in to mail a Rolex watch to Australia and wants to send it via Express Mail International. How would you handle this transaction?

#2 – Priority Mail International

Part A:

Customer comes in with small flat rate Global Priority Mail envelope addressed to Canada. How do you handle this transaction? Are there other shipping options you can offer the customer?

Part B:

Customer comes in with Global Priority Mail Tyvek envelope addressed to Japan. How do you handle this transaction?

Part C:

Customer comes in with Global Priority Mail box addressed to Italy. How do you handle this transaction?

International Products

Frequently Asked Questions



Q1. What are some of the major changes to international mail?

International services have been reorganized from eight products offered today into four simplified groupings:

- Today we offer a document and non-document GXG service. This will become one offering.
- Global Express Mail will become an extension of domestic Express Mail and will be called Express Mail International.
- Air and Economy Parcel Post and Global Priority Mail will be combined into Priority Mail International.
- Air and Economy Letter Post will be combined into First Class Mail International

Q2. What are some unique, new international services?

Customers will enjoy added convenience through:

- The use of domestic shipping supplies and flat-rate options
- More visibility with specific delivery times to major foreign destinations
- Shipping online from your home or office
- Online discounts when paying postage online at usps.com and authorized postage vendors

Q3. I'm hearing there will be a Priority Mail Flat-Rate Box offering for International mail similar to domestic—is that true?

Yes. Customers will be able to use the Priority flat rate boxes for international shipments. There will be two flat rates:

- One rate to Canada and Mexico (\$23.00)
- One rate to all other countries (\$37.00)

Note: 20 pound maximum allowable

Q4. Will there be a Priority Mail Flat-Rate envelope for international at a single price?

Yes. Customers will be able to use the Priority Mail flat-rate envelope for international shipments. There will be two flat rates:

- One rate to Canada and Mexico (\$9.00)
- One rate to all other countries (\$11.00)

Note: 4 pound maximum allowable

International Products Frequently Asked Questions



Q5. Is the USPS proposing dimensional weight pricing for Priority Mail International packages?

No not at this time.

Q6. What will be the prices for Express Mail International Flat-Rate Envelopes?

The Express Mail International Flat-Rate envelope will have two rate categories. There will be one rate, \$22.00 to Canada and Mexico and one rate, \$25.00, to the Rest of the World.

Q7. Why is there a 20 pound weight limit?

The packaging is designed to be protective of contents up to specific weight and continues to be free of charge from the Postal Service. It is also designed to not tear or fall apart during shipping and handling.

Q8. What happens when a customer presents a shipment in GPM packaging supplies?

All old GPM packaging may be used, but will be priced at the new applicable PMI rates.

Q9. What special services are available with Priority Mail International?

For PMI flat rate and variable weight parcels:

- Weight-based indemnity is included in the price of the product
- Value-based indemnity is available for purchase for an additional fee
- Country specific availability and insurance amounts should be checked in the IMM country pages or POS ONE terminal.

For PMI flat rate envelope:

- Registered mail service will be available for purchase
- Country specific availability and insurance amounts should be checked in the IMM country pages or POS ONE terminal.

Q10. If a customer presents an Aerogramme for mailing, what should I do?

Appropriate additional postage would need to be applied. If a customer requests a refund, check F1 Handbook for proper refund procedure.

International Products Frequently Asked Questions



Q11. What product should customers use to mail jewelry, watches and other valuables?

NOT Express Mail International. These items are prohibited in EMI. Offer the customer GXG or PMI flat rate or variable weight parcel as an alternative shipping option. Always check country-specific restrictions, prohibitions, and observations in the IMM country pages or POS ONE terminal.

Q12. How would you transact a small GPM envelope flat rate envelope after May 2007?

Existing GPM supplies may be used at the applicable PMI rates. Charge the customer the new PMI flat rate envelope rate or offer the customer the large flat rate PMI envelope.

Q13. Where can I prepare my shipments online?

On Click-N-Ship, usps.com or through any authorized PC Postage Vendor. (endicia.com, PayPal, etc.)

Q14. Will two prices appear for GXG on my POS terminal (document or merchandise)?

No, rates have been combined into one single rate for either. However, customers will still need to specify contents and indicate if it's a document or non document.

Q15. Does the PMI flat rate envelope only go to 51 destinations like GPM did?

No, the PMI flat rate envelope is available in over 190 countries.

Q16. Will the insurance form, PS Form 3813-P be used for international insurance purchase?

No, now the customs declaration form, PS Form 2976-A, will be used to record the insurance amount purchased:

- Write a large letter "V" on the line for "insured number"
- Record the appropriate insurance amount
- Round date and give customer their copy as a receipt

International Products Frequently Asked Questions



Q17. Is the weight based indemnity on ordinary parcels still available?

Yes, the weight based indemnity is available on the PMI flat rate and variable weight parcels.

Q18. Can the Forever Stamp be used for International Mail?

Yes. Any non-denominated stamps (except those that bear unique markings, such as First-Class Presort, Nonprofit Org.) may be affixed to items that are sent to foreign countries. The postage value of such stamps is linked to its appropriate domestic rate (e.g., the “Lady Liberty and U.S. Flag: stamp has a postage value of 39 cents). The postage value of the Forever Stamp is always the domestic First-Class Mail single-piece one-ounce letter rate that is in effect on the day of use (mailing). Since the international postage rates are always higher than the comparable domestic rate, the appropriate additional postage would have to be sold and affixed.

Q19. Can domestic pre-paid envelopes be used for International Mail?

Yes. The domestic pre-paid envelopes are tied to the appropriate domestic rates. Since international rates are always higher than the comparable domestic rate, appropriate additional postage would have to be sold and affixed.