

Directory Services Processes Quiz

1. Circle the letter of each of the following types of mail that we forward? (3)
 - a. Presort Standard
 - b. First Class
 - c. Presort First Class
 - d. Non-Profit
 - e. Magazines

2. How long do we forward mail? (1)
 - a. Up to 1 year
 - b. Up to 3 months
 - c. Up to 6 months
 - d. As long as the student gets mail here

3. Can we forward UPS and FedEx packages? (Yes / No) (1)

4. Circle what type(s) of USPS packages can be forwarded? (3)
 - a. Priority
 - b. Media Mail
 - c. Express
 - d. First Class
 - e. Standard or Parcel Post

5. Do we forward Mail internationally? (Yes / No) (1)

6. List the 3 different forward cards and what they are for: (3)
 - (1) _____
 - (2) _____
 - (3) _____

7. How do we mark mail that is for a PO Box that has a forward card on it? (1)
Answer 1: _____

Are there any exceptions to that? (1)
Answer 2: _____

8. What are the 2 ways that forwarding labels are saved in the computer? (2)
Answer: _____

Directory Services Processes Quiz

9. Indicate what needs to be done on this envelope to forward it: (2)



- (1) _____
(2) _____

10. How long do we forward magazines? (1)

Answer: _____

11. What is done with mail for a box that is "closed" or "purged" that does not have a forwarding address?

Answer: _____ (1)

12. What is done with magazines for "closed" or "purged" boxes? (1)

Answer: _____

13. Where do we record the Notified Magazines before sending them back to the USPS? (1)

Answer: _____

14. Where are the sheets kept that we fill out to put in the tub and on the tub that we send the Notified Magazines back to the USPS?(1)

Answer: _____

15. What color is the lid that is put on the tub of the Notified magazines that are sent back to the USPS?(1)

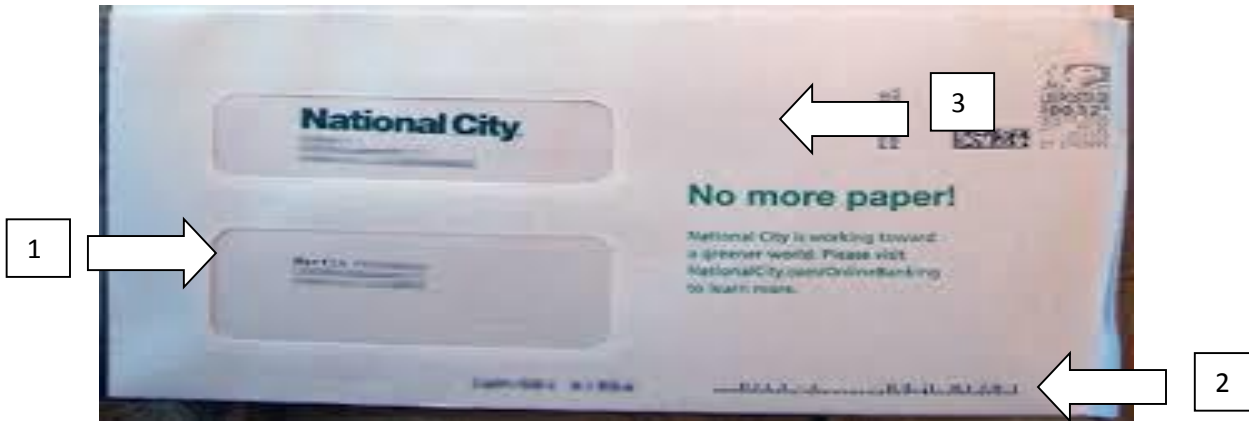
Answer: _____

16. What does RTS stand for? (1)

Answer: _____

Directory Services Processes Quiz

17. Indicate what needs to be done on this envelope to RTS it: (3)

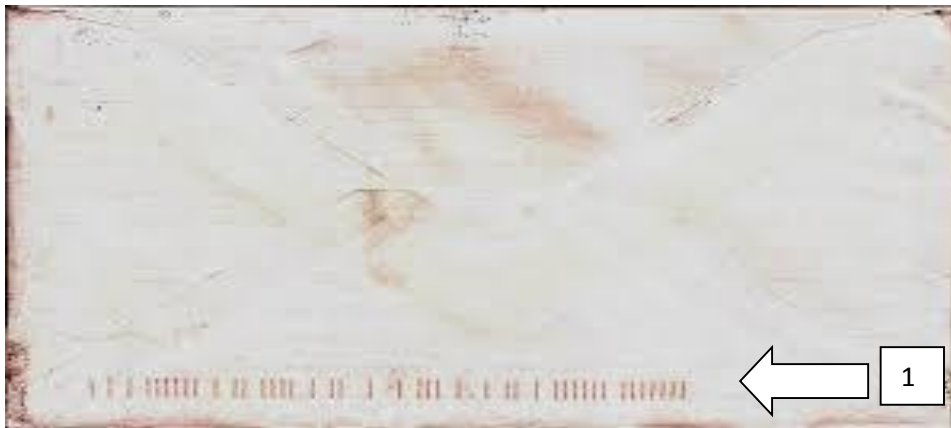


(1) _____

(2) _____

(3) _____

18. Indicate what would be done on the back of this envelope when forwarding or doing a RTS (1)



Answer: _____

19. Where do you go to look for staff and faculty look ups? (1)

Answer: _____

20. Name the most accurate place to find a student's box number: (1)

Answer: _____

21. Name the secondary method to find a student's box number: (1)

Answer: _____

Directory Services Processes Quiz

22. How do you indicate that a piece of mail needs to be looked up? (1)

Answer: _____

23. What tub or tubs in the sorting section in the morning goes back to the directory section? (2)

(1) _____

(2) _____

24. What goes in the recycle bin and who puts it in there? (2)

1. _____

2. _____

25. Where is the list for packages that have been returned to the sender? (1)

Answer: _____

26. When you are putting student mail in the boxes what are the 5 different categories of mail you could end up with left on your cart when you are done? (5)

a. _____

b. _____

c. _____

d. _____

e. _____

27. Where do you put that mail?(1)

Answer: _____

28. Where are forwarding labels printed from?(1)

Answer: _____

29. When creating a forwarding label you first begin with pulling up what label number?(1)

Answer: _____

30. Do you use all capital letters or capital and lower case letters when making a forwarding label?(1)

Answer: _____

31. What is the best way to look up a staff or faculty member by name to find their department box?(1)

Answer: _____

32. What is the most reliable way to look up a student's box number?(1)

Answer: _____

Directory Services Processes Quiz

33. Where do you find blank forwarding cards?(1)

Answer: _____

34. Where are the current active forwarding cards kept?(1)

Answer:

35. Do we add temporary forwards to SQBX and Asset Manager for the lockers?(1)

Answer: _____

36. When you send out the tub at the end of the day with the RTS and forwarding what paper do you put in the tub and where is it kept? (2)

Answer: _____

37. Where does that tub go at the end of the day?(1)

Answer: _____

38. When Central Receiving brings in the packages where do you put the lists they give you after the packages are checked off?(1)

Answer: _____

39. If you are sending a letter back to the sender because we have a letter for a former student that does not have a forward how do we mark it?(1)



40. Where is the RTS stamper kept?(1)

Answer: _____

58 points

Directory Services Processes Quiz

17. Circle the letter of each of the following types of mail that we forward? (3)

- f. Presort Standard
- g. First Class
- h. Presort First Class
- i. Non-Profit
- j. Magazines

18. How long do we forward mail? (1)

- a. Up to 1 year
- b. Up to 3 months
- c. Up to 6 months
- d. As long as the student gets mail here

19. Can we forward UPS and FedEx packages? (Yes / No) (1)

20. Circle what type(s) of USPS packages can be forwarded? (3)

- a. Priority
- b. Media Mail
- c. Express
- d. First Class
- e. Standard or Parcel Post

21. Do we forward Mail internationally? (Yes / No) (1)

22. List the 3 different forward cards and what they are for: (3)

- (1) Orange "F" Card (Spring Forward)
- (2) Yellow "F" Card (Fall Forward)
- (3) Orange "F Temp")

23. How do we mark mail that is for a PO Box that has a forward card on it? (1)

Answer 1: F in the left hand corner of the piece

Are there any exceptions to that?

Answer 2: Yes, standard and non-profit don't need that because they are not forwarded (1)

24. What are the 2 ways that forwarding labels are saved in the computer? (2)

Answer: By the box number and by the box holder's last name

Directory Services Processes Quiz

25. Indicate what needs to be done on this envelope to forward it: (2)



- (1) Place the Forward label over the old "To" Address
- (2) Use Black Thick to line out the barcodes

26. How long do we forward magazines? (1)

Answer: Up to 2 months

27. What is done with mail for a box that is "closed" or "purged" that does not have a forwarding address?

Answer: RTS (1)

28. What is done with magazines for "closed" or "purged" boxes? (1)

Answer: Notified Magazines, sent to USPS

29. Where do we record the Notified Magazines before sending them back to the USPS? (1)

Answer: On the RTS Magazine Spreadsheet on the "S" Drive

30. Where are the sheets kept that we fill out to put in the tub and on the tub that we send the Notified Magazines back to the USPS?(1)

Answer: In the file cabinet under the table in the Directory area in the 3 drawer

31. What color is the lid that is put on the tub of the Notified magazines that are sent back to the USPS?(1)

Answer: Green

32. What does RTS stand for? (1)

Answer: Return to Sender

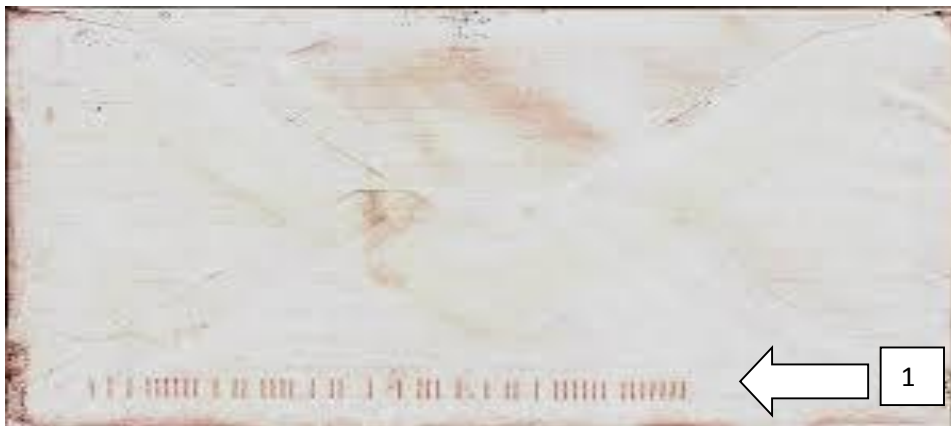
Directory Services Processes Quiz

17. Indicate what needs to be done on this envelope to RTS it: (3)



- (1) Draw one line through the Forwarding address (if it is a window envelope the line should go from the Top left to lower right corners) to not cross out the name
- (2) Use Black Thick to line out the barcodes
- (3) Place the RTS stamp to the right of the Return Address and check the reason

41. Indicate what would be done on the back of this envelope when forwarding or doing a RTS (1)



Answer: Use Black Thick to line out the barcodes

42. Where do you go to look for staff and faculty look ups? (1)

Answer: ETSU website, A-Z Index, People Finder

43. Name the most accurate place to find a student's box number: (1)

Answer: PO Box Manager

44. Name the secondary method to find a student's box number: (1)

Answer: Appworx

Directory Services Processes Quiz

45. How do you indicate that a piece of mail needs to be looked up? (1)

Answer: LU in the left hand corner of the piece

46. What tub or tubs in the sorting section in the morning goes back to the directory section? (2)

(1) Tub 5 that contains incomplete addresses for flats and the

(2) 2 tubs under the student throw case for incomplete addresses for first class and standard mail

47. What goes in the recycle bin and who puts it in there? (2)

1. Standard/bulk mail that has an incomplete address, box is closed or purged and is not marked change of address requested

2. Full Staff Members after review

48. Where is the list for packages that have been returned to the sender? (1)

Answer: On the wall in the directory section against the lockers.

49. When you are putting student mail in the boxes what are the 5 different categories of mail you could end up with left on your cart when you are done? (5)

a. Closed

b. Purged

c. Forward

d. Look Up

e. Presorted Standard

50. Where do you put that mail?(1)

Answer: In the sorting station on the table in the Directory area

51. Where are forwarding labels printed from?(1)

Answer: On the Dymo Printer located on both desks in the Directory area

52. When creating a forwarding label you first begin with pulling up what label number?(1)

Answer: 00000

53. Do you use all capital letters or capital and lower case letters when making a forwarding label?(1)

Answer: All Capital Letters

54. What is the best way to look up a staff or faculty member by name to find their department box?(1)

Answer: ETSU website under People Finder

55. What is the most reliable way to look up a student's box number?(1)

Answer: PO Box Manager

Directory Services Processes Quiz

56. Where do you find blank forwarding cards?(1)

Answer: Top of the bookshelf in the Directory area

57. Where are the current active forwarding cards kept?(1)

Answer: In the black metal file box on the top shelf of the bookshelf in the Directory area

58. Do we add temporary forwards to SQBX and Asset Manager for the lockers?(1)

Answer: No

59. When you send out the tub at the end of the day with the RTS and forwarding what paper do you put in the tub and where is it kept? (2)

Answer: the paper that says " Brian Byrd 37604". It is located in a file in the bottom drawer of the file cabinet located under the table in the Directory area

60. Where does that tub go at the end of the day?(1)

Answer: It goes in the hamper with all the outgoing mail that the USPS picks up

61. When Central Receiving brings in the packages where do you put the lists they give you after the packages are checked off?(1)

Answer: On Sherri's desk in the Directory area

62. If you are sending a letter back to the sender because we have a letter for a former student that does not have a forward how do we mark it?(1)



63. Where is the RTS stamper kept?(1)

Answer: In the top left hand drawer of the desk in the Directory area facing the lockers (Sherri's Desk)

58 points